
Updated REPLY AND REQUEST FOR ADDITIONAL INFORMATION: Social Security Administration - One Park Place- Boca Raton

3 message(s)

Date: Wed Oct 29 2014 10:08:19 GMT-0600 (MDT)

From: "Cason, Terri"

To: "kazi.rizvi@gsa.gov"

CC: "james.f.thompson@gsa.gov" , "Hobbs, Janet RO Atlanta" , "Epley, Len" , "McDaniel, Reginald" , "Rodgers, Gloria" , "Hall, Stacey"

ID: 1495caa525c39edc

Kazi

Regarding the parking lot, we would like for GSA to put something in the SLA to put it in writing that SSA will not be responsible for control/enforcement of claimants parking on designated floor and SSA is not liable for claims or damages otherwise resulting therefrom.

Thank you, Terri

From: Hall, Stacey

Sent: Wednesday, October 29, 2014 10:08 AM

To: kazi.rizvi@gsa.gov

Cc: james.f.thompson@gsa.gov; Hobbs, Janet RO Atlanta; Epley, Len; McDaniel, Reginald; Cason, Terri; Rodgers, Gloria; Hall, Stacey

Subject: REPLY AND REQUEST FOR ADDITIONAL INFORMATION: Social Security Administration - One Park Place- Boca Raton

Kazi,

We have met with our headquarters to discuss the proposals from the lessor's attorneys to mitigate the overcrowding issue at our South Palm Beach (Boca Raton) Field Office. We have reached a final decision on 3 of the 4 proposals and are requesting additional information from GSA on option 1 for further review and consideration. Our response to each proposal is listed below.

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SSA's Response - We agree to this option and will keep GSA informed of our outreach efforts to help provide service to our West Palm Beach customers.

Option 4

The SSA will use its best efforts to find alternate premises and the parties will agree to mutually terminate the lease agreement as soon as it is possible.

SSA's Response - We do not accept this option and will remain in this space for the duration of the terms of the lease agreement.

We will review the SLA and revised OA as soon as we receive it and provide GSA with our decision on Option 1. Please contact me if there are any questions or concerns.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Hall, Stacey
Sent: Friday, October 24, 2014 1:00 PM
To: 'Kazi Rizvi - 2P1PRN'
Cc: James Thompson - 4PR1AA
Subject: RE: REPLY: Social Security Administration - One Park Place- Boca Raton

Kazi,

We will be meeting with our headquarters on Monday (10/27/14) afternoon to discuss the proposals and obtain a final agency decision. So, we expect to provide a response to GSA early next week. Also, I was informed today that the building guard was observed asking SSA visitors where they were going. Can you please look into this during your site visit next week and discuss it again with the lessor and/or his building manager?

Thanks,

Stacey

From: Kazi Rizvi - 2P1PRN [<mailto:kazi.rizvi@gsa.gov>]
Sent: Friday, October 24, 2014 8:01 AM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,
Thank you for the update, I will follow up with you next week. Also, I plan to do a site visit on next Thursday morning at 7:30 am to observe visitor traffic.

Regards,

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119

Sunrise, FL 33351
Office - 954-233-9248

On Thu, Oct 23, 2014 at 7:38 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We have discussed the South Palm Beach (Boca) lessor's proposal with our regional leadership. We are working on coordinating a meeting with our headquarters to discuss the proposals and obtain a final agency decision. Our expectation is to have a final answer to GSA by next week. I will let you know when the meeting is scheduled to give you a better idea of when a decision may be forthcoming.

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From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Thursday, October 23, 2014 12:44 PM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Hi Stacey,
Any movement on the Lessor's proposal? Thank you

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-----Original Message-----

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> Stacey Hall

> Project Manager

> Center for Materiel Resources

> (404) 562-5720

>

[REDACTED] (b) (5)

[REDACTED]

[REDACTED]

>

> ----- Forwarded message -----

> From: <rmanella@hinshawlaw.com><mailto:rmanella@hinshawlaw.com>>

> Date: Fri, Oct 17, 2014 at 10:45 AM

> Subject: Re: Social Security Administration - One Park Place- Boca

> Raton

> To: Kazi Rizvi - 2P1PRN

> <kazi.rizvi@gsa.gov><mailto:kazi.rizvi@gsa.gov>>

> Cc: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>, James

> Thompson - 4PR1AA

> <james.f.thompson@gsa.gov><mailto:james.f.thompson@gsa.gov>>,

> JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>,

> odrucker@canpro.ca<mailto:odrucker@canpro.ca>, Tarali Vandervoort -

> 4PR1A <tarali.vandervoort@gsa.gov><mailto:tarali.vandervoort@gsa.gov>>

>

> Thank you Sir. Have a pleasant weekend.

>
> Ross H. Manella
> Attorney at Law
> Admitted in Florida and Québec, Canada One East Broward Boulevard
> Suite 1010 Ft. Lauderdale, Florida, 33301
> Tel: 954-375-1138<tel:954-375-1138> | Mobile:
> 954-253-1026<tel:954-253-1026> | Fax: 954-467-1024<tel:954-467-1024>
> E-mail: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>

> [cid:_1_12148810121485A400510A7885257D74]
>
>
>
>

> From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>
> To: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>, <rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>
> , odrucker@canpro.ca<mailto:odrucker@canpro.ca>, James Thompson - 4PR1AA
> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>, Tarali Vandervoort - 4PR1A
> <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>

> Date: 10/17/2014 10:23 AM
> Subject: Re: Social Security Administration - One Park Place- Boca Raton
>
> _____
>
>
>
>

> Good morning Mr. Smith,
> I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon as possible. Thank you and have a nice weekend.
>

> Kazi S. Rizvi
> Lease Contracting Officer
> GSA/PBS/Leasing Division
> 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351 Office -
> 954-233-9248<tel:954-233-9248>
>

> On Fri, Oct 17, 2014 at 10:14 AM, <CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>> wrote:
> Mr. Rizvi:
>

> Attached please find Mr. Manella's letter of this date concerning the above captioned matter. A calendar event will be sent via email with reference to the telephone conference scheduled for Tuesday, October 21st at 2:00 PM.
>

> Please give me a call if you have any questions or if I may be of further assistance.
>

> Carol F. Smith
> Legal Assistant to Ross H. Manella and Pamela J. Anselmo One East
> Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301
> Tel: 954-467-7900 ext 1150<tel:954-467-7900%20ext%201150> | Fax:
> 954-467-1024<tel:954-467-1024>
> E-mail: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>

> [cid:_2_121563581215598400510A7885257D74]
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> <Letter to Kazi Rizvi - Re SSA Boca Raton Office.pdf> <ATT00002.gif>
> <ATT00001.jpg>

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3 message(s)

Date: Wed Oct 29 2014 11:14:17 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: "Cason, Terri"
CC: "james.f.thompson@gsa.gov" , "Hobbs, Janet RO Atlanta" , "Epley, Len" , "McDaniel, Reginald" , "Rodgers, Gloria" , "Hall, Stacey"
ID: 1495ce752712aab1

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(b) (5)



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> [cid:_2_121563581215598400510A7885257D74]
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Fwd: Updated REPLY AND REQUEST FOR ADDITIONAL INFORMATION: Social Security Administration - One Park Place- Boca Raton

3 message(s)

Date: Fri Dec 05 2014 08:50:16 GMT-0700 (MST)
From: James Thompson - 4PR1AA
To: Tarali Vandervoort
CC:
ID: 14a1b24fc2fea98b

Jamie Thompson
Section Chief
Leasing Division
954-233-8381
7771 W. Oakland Park Blvd
Sunrise FL 33351

----- Forwarded message -----

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Sent: Friday, October 24, 2014 8:01 AM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,
Thank you for the update, I will follow up with you next week. Also, I plan to do a site visit on next Thursday morning at 7:30 am to observe visitor traffic.

Regards,

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Oct 23, 2014 at 7:38 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We have discussed the South Palm Beach (Boca) lessor's proposal with our regional leadership. We are working on coordinating a meeting with our headquarters to discuss the proposals and obtain a final agency decision. Our expectation is to have a final answer to GSA by next week. I will let you know when the meeting is scheduled to give you a better idea of when a decision may be forthcoming.

Please contact me if there are any questions or concerns.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Kazi Rizvi - 2P1PRN [<mailto:kazi.rizvi@gsa.gov>]
Sent: Thursday, October 23, 2014 12:44 PM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Hi Stacey,
Any movement on the Lessor's proposal? Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Mon, Oct 20, 2014 at 12:32 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We need clarification regarding your quick site visit tomorrow at our South Palm Beach (Boca Raton) Field Office. As far as taking a few pictures of the lobby and SSA waiting area, do you mean the building's 1st floor lobby area by the elevator banks and the outside

designated SSA waiting area? We want to make sure that you are not referring to our SSA office lobby. Also, our regional leadership and headquarters are still evaluating the proposals. We expect to have an answer for GSA by this week. Once you provide clarification on where you will be taking the pictures, I will advise the manager.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

-----Original Message-----

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Monday, October 20, 2014 11:37 AM
To: Hall, Stacey
Cc: james.f.thompson@gsa.gov
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,

I want to let you know that I will be doing a quick site visit tomorrow at 11 am, I plan to take few pictures of the lobby and SSA waiting area, please kindly let Karen know.

Also, I will have a short conference call with the Lessor at 2 pm for an update of the Government's position on their proposals. I know I am rushing but if possible, please let me know SSA's decisions before my meeting. Thank you

> On Oct 17, 2014, at 3:39 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

>

> Kazi,

>

> Thanks for passing this information to us. I am forwarding the letter from the lessor with his proposed options and what GSA thinks SSA should consider accepting to our regional executives for their review. We will let GSA know as soon as possible SSA's decision regarding the lessor's proposal or if a meeting is needed to discuss further.

>

> Please let me know if you have any questions or concerns.

>

> Stacey Hall

> Project Manager

> Center for Materiel Resources

> (404) 562-5720

>

(b) (5)

(b) (5)

>
> ----- Forwarded message -----
> From: <rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>>
> Date: Fri, Oct 17, 2014 at 10:45 AM
> Subject: Re: Social Security Administration - One Park Place- Boca
> Raton
> To: Kazi Rizvi - 2P1PRN
> <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>
> Cc: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>, James
> Thompson - 4PR1AA
> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>, odrucker@canpro.ca<mailto:odrucker@canpro.ca>, Tarali Vandervoort -
> 4PR1A <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>
>
> Thank you Sir. Have a pleasant weekend.
>
> Ross H. Manella
> Attorney at Law
> Admitted in Florida and Québec, Canada One East Broward Boulevard
> Suite 1010 Ft. Lauderdale, Florida, 33301
> Tel: 954-375-1138<tel:954-375-1138> | Mobile:
> 954-253-1026<tel:954-253-1026> | Fax: 954-467-1024<tel:954-467-1024>
> E-mail: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>
>
> [cid:_1_12148810121485A400510A7885257D74]
>
>
>
> From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>
> To: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>,
>
> Cc: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>, odrucker@canpro.ca<mailto:odrucker@canpro.ca>, James Thompson - 4PR1AA
> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>, Tarali Vandervoort - 4PR1A
> <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>
> Date: 10/17/2014 10:23 AM
> Subject: Re: Social Security Administration - One Park Place- Boca Raton
>
> _____
>
>
>
> Good morning Mr. Smith,
> I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon
> as possible. Thank you and have a nice weekend.
>
> Kazi S. Rizvi
> Lease Contracting Officer
> GSA/PBS/Leasing Division
> 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351 Office -
> 954-233-9248<tel:954-233-9248>
>
> On Fri, Oct 17, 2014 at 10:14 AM, <CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>> wrote:
> Mr. Rizvi:
>
> Attached please find Mr. Manella's letter of this date concerning the above captioned matter. A calendar event will be sent via email
> with reference to the telephone conference scheduled for Tuesday, October 21st at 2:00 PM.
>

> Please give me a call if you have any questions or if I may be of further assistance.
> Carol F. Smith
> Legal Assistant to Ross H. Manella and Pamela J. Anselmo One East
> Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301
> Tel: 954-467-7900 ext 1150<tel:954-467-7900%20ext%201150> | Fax:
> 954-467-1024<tel:954-467-1024>
> E-mail: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>
>
> [cid:_2_121563581215598400510A7885257D74]
>
>
>
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>
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>
> <Letter to Kazi Razvi - Re SSA Boca Raton Office.pdf> <ATT00002.gif>
> <ATT00001.jpg>

SSA Boca Raton site visit

6 message(s)

Date: Thu Oct 30 2014 06:00:37 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: "rmanella@hinshawlaw.com"
CC: James Thompson - 4PR1AA
ID: 14960ede1edf2371

Good morning Ross,

I am doing a site visit today and I have been observing the SSA
visitor traffic since 7:30 am. When I arrived SSA had just one visitor
in their office and the parking lot in front of the building was
almost empty. Once I return back to my office, I will send you the
pictures.

I will stay at the site for about another hour or more to further

observe the foot traffic. Thank you

Re: SSA Boca Raton site visit

6 message(s)

Date: Thu Oct 30 2014 08:08:35 GMT-0600 (MDT)

From: rmanella@hinshawlaw.com

To: Kazi Rizvi - 2P1PRN

CC: James Thompson - 4PR1AA

ID: 1496162fede27c32

Thank you

Ross H. Manella

Attorney at Law

Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301

Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024

E-mail: rmanella@hinshawlaw.com

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>

To: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com> ,

Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>

Date: 10/30/2014 08:00 AM

Subject: SSA Boca Raton site visit

Good morning Ross,

I am doing a site visit today and I have been observing the SSA visitor traffic since 7:30 am. When I arrived SSA had just one visitor in their office and the parking lot in front of the building was almost empty. Once I return back to my office, I will send you the pictures.

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Re: SSA Boca Raton site visit

6 message(s)

Date: Thu Oct 30 2014 09:46:44 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: "rmanella@hinshawlaw.com"
CC: James Thompson - 4PR1AA
ID: 14961c3a2b3ce3db

Hi Ross,

Based on my today's visit, I did not notice any "overcrowding", as I mentioned earlier, there was only 1 visitor at 7:30 am and several minutes later a family of 3 came in the office and few minutes after that there were 2 additional visitors. Based on my observation from 7:30 am to 9 am, a total of 25-30 visitors came in the office and that includes the additional family members. I also noticed that SSA process and servers their clients fairly quickly because many of them were out of the building within 30 minutes.

I believe the parking is still an issue which needs to be resolved as quickly as possible. Even though the parking lot in front of the building was somewhat empty (see attached pictures), due to lack of noticeable signage, visitors seemed confused as to where they should park their vehicles. Better management of the parking issue would greatly improve the flow of traffic and the overall operation of the building.

Please note I will send more pictures in a separate email. Thank you and if you have any questions or concerns, feel free to call me.

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Oct 30, 2014 at 10:08 AM, <rmanella@hinshawlaw.com> wrote:

Thank you
Ross H. Manella
Attorney at Law
Admitted in Florida and Québec, Canada
One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301
Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024
E-mail: rmanella@hinshawlaw.com
502e62a7aff6442_0.1

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>,
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>
Date: 10/30/2014 08:00 AM
Subject: SSA Boca Raton site visit

Good morning Ross,
I am doing a site visit today and I have been observing the SSA visitor traffic since 7:30 am. When I arrived SSA had just one visitor in their office and the parking lot in front of the building was almost empty. Once I return back to my office, I will send you the pictures.

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6 Attachments:

[SSA Boca Oct30 Zip3.zip](#)

Re: SSA Boca Raton site visit

6 message(s)

Date: Thu Oct 30 2014 10:15:40 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: "rmanella@hinshawlaw.com"
CC: James Thompson - 4PR1AA
ID: 14961dbd835e0ec3

It seems my last emails did not go through, here it is again but with smaller zip file.

On Thu, Oct 30, 2014 at 11:46 AM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

Hi Ross,

Based on my today's visit, I did not notice any "overcrowding", as I mentioned earlier, there was only 1 visitor at 7:30 am and several minutes later a family of 3 came in the office and few minutes after that there were 2 additional visitors. Based on my observation from 7:30 am to 9 am, a total of 25-30 visitors came in the office and that includes the additional family members. I also noticed that SSA process and servers their clients fairly quickly because many of them were out of the building within 30 minutes.

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Please note I will send more pictures in a separate email. Thank you and if you have any questions or concerns, feel free to call me.

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Oct 30, 2014 at 10:08 AM, <rmanella@hinshawlaw.com> wrote:

Thank you
Ross H. Manella
Attorney at Law
Admitted in Florida and Québec, Canada
One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301
Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024

E-mail: rmanella@hinshawlaw.com
502e62a7aff6442_0.1

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>,
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>
Date: 10/30/2014 08:00 AM
Subject: SSA Boca Raton site visit

Good morning Ross,
I am doing a site visit today and I have been observing the SSA visitor traffic since 7:30 am. When I arrived SSA had just one visitor in their office and the parking lot in front of the building was almost empty. Once I return back to my office, I will send you the pictures.

I will stay at the site for about another hour or more to further observe the foot traffic. Thank you

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6 Attachments:
[SSA Boca Oct30 Zip3.zip](#)

Re: SSA Boca Raton site visit

6 message(s)

Date: Thu Oct 30 2014 10:18:54 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: "rmanella@hinshawlaw.com"
CC: James Thompson - 4PR1AA
ID: 14961de2875045f9

See attached

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Oct 30, 2014 at 12:15 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:
It seems my last emails did not go through, here it is again but with smaller zip file.

On Thu, Oct 30, 2014 at 11:46 AM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

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GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

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Thank you
Ross H. Manella
Attorney at Law
Admitted in Florida and Québec, Canada
One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301
Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024
E-mail: rmanella@hinshawlaw.com
502e62a7aff6442_0.1

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>,
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Date: 10/30/2014 08:00 AM
Subject: SSA Boca Raton site visit

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6 Attachments:

[SSA Boca Oct30 zip4.zip](#)

Fwd: SSA Boca Raton site visit

6 message(s)

Date: Fri Dec 05 2014 08:49:56 GMT-0700 (MST)

From: James Thompson - 4PR1AA

To: Tarali Vandervoort

CC:

ID: 14a1b24ac65adde5

Jamie Thompson
Section Chief
Leasing Division
954-233-8381
7771 W. Oakland Park Blvd
Sunrise FL 33351

----- Forwarded message -----

From: **Kazi Rizvi - 2P1PRN** <kazi.rizvi@gsa.gov>

Date: Thu, Oct 30, 2014 at 12:18 PM

Subject: Re: SSA Boca Raton site visit

To: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>

Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>

See attached

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

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Office - 954-233-9248

On Thu, Oct 30, 2014 at 10:08 AM, <rmanella@hinshawlaw.com> wrote:

Thank you
Ross H. Manella
Attorney at Law
Admitted in Florida and Québec, Canada
One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301
Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024
E-mail: rmanella@hinshawlaw.com
502e62a7aff6442_0.1

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>,
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>
Date: 10/30/2014 08:00 AM
Subject: SSA Boca Raton site visit

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reliance upon the information contained in this communication or any attachments.

6 Attachments:

[SSA Boca Oct30 zip4.zip](#)

SSA WPB Move Out Date , Autec Storage and Boca Location Claim

5 message(s)

Date: Thu Dec 04 2014 08:55:10 GMT-0700 (MST)

From: Tarali Vandervoort - 4PR1A

To: Dawn Norman

CC: Jamie Thompson

ID: 14a160373e319021

Hi Dawn,

Please let me know when you are available for a quick conversation regarding the following items:

1. Firm move out date from the lease location (requested by legal)
2. Their position on the Boca claim (requested by legal)
3. Storage for SSA furniture at Autec
4. Communication plan to SSA on above items

We just had a meeting with the legal team regarding SSA's firm move out date. Legal needs to know their firm move out date in order to advise us on a strategy to approach the lessor for termination of the current lease. When Kazi reached out to SSA, SSA indicated that they were waiting on GSA to form a strategy to terminate the lease before having a firm move out date.

I think what may have confused SSA a little on the move from their current location was the offered storage space at Autec. However, now that Autec is being offered as a long term solution for SSA, we need to revisit whether storage at Autec is the best option (would it interfere with a possible build out there, etc?). I asked the Building Manager what other available space there is in autec besides the space we are offering for SSA's long term solution. He is going to get back to me in 30 minutes with the square footage of that space. That may be the determining factor in whether we will be able to offer Autec as storage space for the furniture.

Let me know when you are available to discuss so that I can update you and so that we can develop a quick communication plan.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)

U.S. General Services Administration

GSA-PBS Leasing Division

7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351

O: 954-233-8390 | C: (b) (6) | F: 954-356-7675

tarali.vandervoort@gsa.gov | www.gsa.gov

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Re: SSA WPB Move Out Date , Autec Storage and Boca Location Claim

5 message(s)

Date: Thu Dec 04 2014 10:55:27 GMT-0700 (MST)

From: Dawn Norman - 4PR

To: Tarali Vandervoort - 4PR1A

CC: Jamie Thompson
ID: 14a167192d488d13

I am in the ABT's all day. If we get done at a reasonable time, we can talk later this afternoon. If not, we can talk first thing in the morning. I'm open all day tomorrow.

Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region
U.S. General Services Administration
77 Forsyth Street | Atlanta, GA 30303
O: 404-331-1820 | C: (b) (6)
Dawn.Norman@gsa.gov

On Thu, Dec 4, 2014 at 10:55 AM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Hi Dawn,

Please let me know when you are available for a quick conversation regarding the following items:

1. Firm move out date from the lease location (requested by legal)
2. Their position on the Boca claim (requested by legal)
3. Storage for SSA furniture at Autec
4. Communication plan to SSA on above items

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Let me know when you are available to discuss so that I can update you and so that we can develop a quick communication plan.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
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Re: SSA WPB Move Out Date , Autec Storage and Boca Location Claim

5 message(s)

Date: Thu Dec 04 2014 13:53:30 GMT-0700 (MST)
From: Tarali Vandervoort - 4PR1A
To: Dawn Norman - 4PR
CC: Jamie Thompson
ID: 14a1714924ac9f2f

Ok....let me know which one works best for you. I am available tomorrow as well except in the morning until about 9:30 because I have an 8:45 appointment to get some blood work done.

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)

U.S. General Services Administration

GSA-PBS Leasing Division

7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351

O: 954-233-8390 | C: (b) (6) | F: 954-356-7675

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On Thu, Dec 4, 2014 at 12:55 PM, Dawn Norman - 4PR <dawn.norman@gsa.gov> wrote:

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Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration

77 Forsyth Street | Atlanta, GA 30303

O: 404-331-1820 | C: (b) (6)

Dawn.Norman@gsa.gov

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Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)

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Re: SSA WPB Move Out Date , Autec Storage and Boca Location Claim

5 message(s)

Date: Thu Dec 04 2014 15:05:14 GMT-0700 (MST)
From: Dawn Norman - 4PR
To: Tarali Vandervoort - 4PR1A
CC: Jamie Thompson
ID: 14a175645c64afbe

Just let me know when you get in and we can talk then... 9:30ish

Dawn Norman | Director
Leasing Division (4PR) | Southeast Sunbelt Region
U.S. General Services Administration
77 Forsyth Street | Atlanta, GA 30303
O: 404-331-1820 | C: (b) (6)
Dawn.Norman@gsa.gov

On Thu, Dec 4, 2014 at 3:53 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
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Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
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Re: SSA WPB Move Out Date , Autec Storage and Boca Location Claim

5 message(s)

Date: Thu Dec 04 2014 19:10:25 GMT-0700 (MST)
From: Tarali Vandervoort - 4PR1A
To: Dawn Norman - 4PR
CC: Jamie Thompson
ID: 14a1836b83ff1916

ok...will do...

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
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Fwd: HEADS UP: REPLY: Social Security Administration - One Park Place- Boca Raton

5 message(s)

Date: Thu Nov 20 2014 05:50:46 GMT-0700 (MST)
From: Kazi Rizvi - 4PR1AA
To: James Thompson - 4PR1AA , Tarali Vandervoort - 4PR1A
CC:
ID: 149cd41f853f3911

Good morning,

I forgot to copy you guys on this email, SSA want us to hold off our site visits and not let the local office know about the claim until further notice. Once we hear back from SSA, Chris and I will start weekly site visits. Thanks

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

----- Forwarded message -----

From: **Kazi Rizvi - 4PR1AA** <kazi.rizvi@gsa.gov>
Date: Wed, Nov 19, 2014 at 10:57 PM
Subject: Re: HEADS UP: REPLY: Social Security Administration - One Park Place- Boca Raton
To: "Hall, Stacey" <Stacey.Hall@ssa.gov>
Cc: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>

Hi Stacey,
We will hold off our site visits until further notice from you. Also we will not talk about the claim with your local manager.

Chris- please do not proceed with your site visits.

Thank you

On Nov 19, 2014, at 6:20 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

Kazi,

We are in the process of notifying our national, regional, and South Florida leadership about the latest developments with the SPB office. Is it possible to hold off on the GSA site visits to this office until all of our notifications have been made? We do not want the office manager to start inquiring about your visits or the status of the options previously presented by the lessor before her direct line supervisor has an opportunity to discuss this with her. So, please make sure that no one from GSA talks to the office manager or any of the SPB employees/guards about the current situation with the lessor. I will let you know when all of the notifications have been made and when it will be a good time to commence with these site visits. I expect everyone to be onboard by early next week.

Let me know if there are any questions or concerns.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Hall, Stacey

Sent: Tuesday, November 18, 2014 2:42 PM

To: kazi.rizvi@gsa.gov

Cc: Hobbs, Janet RO Atlanta; Epley, Len; McDaniel, Reginald; Cason, Terri; Rodgers, Gloria; Hall, Stacey

Subject: REPLY: Social Security Administration - One Park Place- Boca Raton

Kazi,

You are correct that this is very bad news, especially with all of the actions and concessions SSA has made to alleviate the overcrowding issue at the SPB office. This will put even more pressure on procuring temporary space for WPB not to mention the negative impact it would have on our public service to our SPB customers. We have no idea where we are on the WBP short term lease award and have requested status several times from GSA. I am sharing your email with my leadership for further internal discussion. We will reach out to GSA to set up a conference call to discuss the next steps.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Kazi Rizvi - 4PR1AA [<mailto:kazi.rizvi@gsa.gov>]

Sent: Tuesday, November 18, 2014 1:45 PM

To: Hall, Stacey

Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Hi Stacey,

I got bad news about the above lease, we received a claim from the Lessor (see attached). He wants us to terminate this lease ASAP and to compensate him \$250k for damages.

We had a meeting with our legal team and they advised us to do more site visits and take pictures. Chris and I plan to do site visits at least twice a week for next few months.

I also need SSA's help and support to dismiss this claim. Our legal would like to get SSA's daily visitor log spreadsheet since start of the lease. Also they wanted to know if it's possible for SSA to keep count of total number of visitors who comes to the office, including claimant's relatives.

Lastly, if SSA requires, our legal will be available for a conference call to discuss this issue. If you have any other information which may help this case, please feel free to share it with us.

Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Oct 24, 2014 at 1:05 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

Hi Stacy,

Thank you again for the update, I will speak to the Lessor's attorney regarding their security guard's behavior.

Regards,

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Oct 24, 2014 at 1:00 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:

Kazi,

We will be meeting with our headquarters on Monday (10/27/14) afternoon to discuss the proposals and obtain a final agency decision. So, we expect to provide a response to GSA early next week. Also, I was informed today that the building guard was observed asking SSA visitors where they were going. Can you please look into this during your site visit next week and discuss it again with the lessor and/or his building manager?

Thanks,

Stacey

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]

Sent: Friday, October 24, 2014 8:01 AM

To: Hall, Stacey

Cc: James Thompson - 4PR1AA

Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,

Thank you for the update, I will follow up with you next week. Also, I plan to do a site visit on next Thursday morning at 7:30 am to observe visitor traffic.

Regards,

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Oct 23, 2014 at 7:38 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:

Kazi,

We have discussed the South Palm Beach (Boca) lessor's proposal with our regional leadership. We are working on coordinating a meeting with our headquarters to discuss the proposals and obtain a final agency decision. Our expectation is to have a final answer to GSA by next week. I will let you know when the meeting is scheduled to give you a better idea of when a decision may be forthcoming.

Please contact me if there are any questions or concerns.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Thursday, October 23, 2014 12:44 PM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Hi Stacey,
Any movement on the Lessor's proposal? Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Mon, Oct 20, 2014 at 12:32 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We need clarification regarding your quick site visit tomorrow at our South Palm Beach (Boca Raton) Field Office. As far as taking a few pictures of the lobby and SSA waiting area, do you mean the building's 1st floor lobby area by the elevator banks and the outside designated SSA waiting area? We want to make sure that you are not referring to our SSA office lobby. Also, our regional leadership and headquarters are still evaluating the proposals. We expect to have an answer for GSA by this week. Once you provide clarification on where you will be taking the pictures, I will advise the manager.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

-----Original Message-----

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Monday, October 20, 2014 11:37 AM
To: Hall, Stacey
Cc: james.f.thompson@gsa.gov
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,
I want to let you know that I will be doing a quick site visit tomorrow at 11 am, I plan to take few pictures of the lobby and SSA waiting area, please kindly let Karen know.

Also, I will have a short conference call with the Lessor at 2 pm for an update of the Government's position on their proposals. I know I am rushing but if possible, please let me know SSA's decisions before my meeting. Thank you

> On Oct 17, 2014, at 3:39 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

>

> Kazi,

>

> Thanks for passing this information to us. I am forwarding the letter from the lessor with his proposed options and what GSA thinks SSA should consider accepting to our regional executives for their review. We will let GSA know as soon as possible SSA's decision regarding the lessor's proposal or if a meeting is needed to discuss further.

>
> Please let me know if you have any questions or concerns.

>
> Stacey Hall
> Project Manager
> Center for Materiel Resources
> (404) 562-5720

>

[REDACTED] (b) (5)

>
> ----- Forwarded message -----
> From: <rmanella@hinshawlaw.com><<mailto:rmanella@hinshawlaw.com>>>
> Date: Fri, Oct 17, 2014 at 10:45 AM
> Subject: Re: Social Security Administration - One Park Place- Boca
> Raton
> To: Kazi Rizvi - 2P1PRN
> <kazi.rizvi@gsa.gov><<mailto:kazi.rizvi@gsa.gov>>>
> Cc: CSmith@hinshawlaw.com<<mailto:CSmith@hinshawlaw.com>>, James
> Thompson - 4PR1AA
> <james.f.thompson@gsa.gov><<mailto:james.f.thompson@gsa.gov>>>,
> JLukacs@hinshawlaw.com<<mailto:JLukacs@hinshawlaw.com>>,
> odrucker@canpro.ca<<mailto:odrucker@canpro.ca>>, Tarali Vandervoort -
> 4PR1A <tarali.vandervoort@gsa.gov><<mailto:tarali.vandervoort@gsa.gov>>>

>
> Thank you Sir. Have a pleasant weekend.
>
> Ross H. Manella
> Attorney at Law
> Admitted in Florida and Québec, Canada One East Broward Boulevard
> Suite 1010 Ft. Lauderdale, Florida, 33301
> Tel: 954-375-1138<<tel:954-375-1138>> | Mobile:
> 954-253-1026<<tel:954-253-1026>> | Fax: 954-467-1024<<tel:954-467-1024>>
> E-mail: rmanella@hinshawlaw.com<<mailto:rmanella@hinshawlaw.com>>

>
> [cid:_1_12148810121485A400510A7885257D74]
>

>
> From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>
> To: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>, <
>
> Cc: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>
> , odrucker@canpro.ca<mailto:odrucker@canpro.ca>, James Thompson - 4PR1AA
> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>, Tarali Vandervoort - 4PR1A
> <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>
> Date: 10/17/2014 10:23 AM
> Subject: Re: Social Security Administration - One Park Place- Boca Raton
>
>
> _____
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>
>
>
> Good morning Mr. Smith,
> I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon as
> possible. Thank you and have a nice weekend.
>
>

> Kazi S. Rizvi
> Lease Contracting Officer
> GSA/PBS/Leasing Division
> 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351 Office -
> 954-233-9248<tel:954-233-9248>
>
>

> On Fri, Oct 17, 2014 at 10:14 AM, <CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>> wrote:
> Mr. Rizvi:
>
>

> Attached please find Mr. Manella's letter of this date concerning the above captioned matter. A calendar event will be sent via email with
> reference to the telephone conference scheduled for Tuesday, October 21st at 2:00 PM.
>
>

> Please give me a call if you have any questions or if I may be of further assistance.
> Carol F. Smith
> Legal Assistant to Ross H. Manella and Pamela J. Anselmo One East
> Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301
> Tel: 954-467-7900 ext 1150<tel:954-467-7900%20ext%201150> | Fax:
> 954-467-1024<tel:954-467-1024>
> E-mail: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>
>
>

> [cid:_2_121563581215598400510A7885257D74]
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>
>

> <Letter to Kazi Razvi - Re SSA Boca Raton Office.pdf> <ATT00002.gif>
> <ATT00001.jpg>

Re: HEADS UP: REPLY: Social Security Administration - One Park Place- Boca Raton

5 message(s)

Date: Thu Nov 20 2014 05:57:55 GMT-0700 (MST)
From: James Thompson - 4PR1AA
To: Kazi Rizvi - 4PR1AA
CC: Tarali Vandervoort - 4PR1A
ID: 149cd47d00ba9ec2

I don't think we should hold off vary long. Maybe a week if anything. GSA has a responsibility to start work on this claim and its not really up to SSA when we are going to start. Also, GSA legal has asked us to start making visits. So we really need to keep this moving forward. SSA can't control everything.

Jamie Thompson
Section Chief
Leasing Division
954-233-8381
7771 W. Oakland Park Blvd
Sunrise FL 33351

On Thu, Nov 20, 2014 at 7:50 AM, Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov> wrote:

Good morning,

I forgot to copy you guys on this email, SSA want us to hold off our site visits and not let the local office know about the claim until further notice. Once we hear back from SSA, Chris and I will start weekly site visits. Thanks

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

----- Forwarded message -----

From: **Kazi Rizvi - 4PR1AA** <kazi.rizvi@gsa.gov>
Date: Wed, Nov 19, 2014 at 10:57 PM
Subject: Re: HEADS UP: REPLY: Social Security Administration - One Park Place- Boca Raton
To: "Hall, Stacey" <Stacey.Hall@ssa.gov>
Cc: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>

Hi Stacey,
We will hold off our site visits until further notice from you. Also we will not talk about the claim with your local manager.

Chris- please do not proceed with your site visits.

Thank you

On Nov 19, 2014, at 6:20 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

Kazi,

We are in the process of notifying our national, regional, and South Florida leadership about the latest developments with the SPB office. Is it possible to hold off on the GSA site visits to this office until all of our notifications have been made? We do not want the office manager to start inquiring about your visits or the status of the options previously presented by the lessor before her direct line supervisor has an opportunity to discuss this with her. So, please make sure that no one from GSA talks to the office manager or any of the SPB employees/guards about the current situation with the lessor. I will let you know when all of the notifications have been made and when it will be a good time to commence with these site visits. I expect everyone to be onboard by early next week.

Let me know if there are any questions or concerns.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Hall, Stacey
Sent: Tuesday, November 18, 2014 2:42 PM
To: kazi.rizvi@gsa.gov
Cc: Hobbs, Janet RO Atlanta; Epley, Len; McDaniel, Reginald; Cason, Terri; Rodgers, Gloria; Hall, Stacey
Subject: REPLY: Social Security Administration - One Park Place- Boca Raton

Kazi,

You are correct that this is very bad news, especially with all of the actions and concessions SSA has made to alleviate the overcrowding issue at the SPB office. This will put even more pressure on procuring temporary space for WPB not to mention the negative impact it would have on our public service to our SPB customers. We have no idea where we are on the WBP short term lease award and have requested status several times from GSA. I am sharing your email with my leadership for further internal discussion. We will reach out to GSA to set up a conference call to discuss the next steps.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Kazi Rizvi - 4PR1AA [<mailto:kazi.rizvi@gsa.gov>]
Sent: Tuesday, November 18, 2014 1:45 PM
To: Hall, Stacey
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Hi Stacey,
I got bad news about the above lease, we received a claim from the Lessor (see attached). He wants us to terminate this lease ASAP and to compensate him \$250k for damages.

We had a meeting with our legal team and they advised us to do more site visits and take pictures. Chris and I plan to do site visits at least twice a week for next few months.

I also need SSA's help and support to dismiss this claim. Our legal would like to get SSA's daily visitor log spreadsheet since start of the lease. Also they wanted to know if it's possible for SSA to keep count of total number of visitors who comes to the office, including claimant's relatives.

Lastly, if SSA requires, our legal will be available for a conference call to discuss this issue. If you have any other information which may help this case, please feel free to share it with us.

Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Oct 24, 2014 at 1:05 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

Hi Stacy,

Thank you again for the update, I will speak to the Lessor's attorney regarding their security guard's behavior.

Regards,

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

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Kazi,

We will be meeting with our headquarters on Monday (10/27/14) afternoon to discuss the proposals and obtain a final agency decision. So, we expect to provide a response to GSA early next week. Also, I was informed today that the building guard was observed asking SSA visitors where they were going. Can you please look into this during your site visit next week and discuss it again with the lessor and/or his building manager?

Thanks,

Stacey

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]

Sent: Friday, October 24, 2014 8:01 AM

To: Hall, Stacey

Cc: James Thompson - 4PR1AA

Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,

Thank you for the update, I will follow up with you next week. Also, I plan to do a site visit on next Thursday morning at 7:30 am to observe visitor traffic.

Regards,

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Oct 23, 2014 at 7:38 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:

Kazi,

We have discussed the South Palm Beach (Boca) lessor's proposal with our regional leadership. We are working on coordinating a meeting with our headquarters to discuss the proposals and obtain a final agency decision. Our expectation is to have a final answer to GSA by next week. I will let you know when the meeting is scheduled to give you a better idea of when a decision may be forthcoming.

Please contact me if there are any questions or concerns.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Thursday, October 23, 2014 12:44 PM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Hi Stacey,
Any movement on the Lessor's proposal? Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Mon, Oct 20, 2014 at 12:32 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We need clarification regarding your quick site visit tomorrow at our South Palm Beach (Boca Raton) Field Office. As far as taking a few pictures of the lobby and SSA waiting area, do you mean the building's 1st floor lobby area by the elevator banks and the outside designated SSA waiting area? We want to make sure that you are not referring to our SSA office lobby. Also, our regional leadership and headquarters are still evaluating the proposals. We expect to have an answer for GSA by this week. Once you provide clarification on where you will be taking the pictures, I will advise the manager.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

-----Original Message-----

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Monday, October 20, 2014 11:37 AM
To: Hall, Stacey
Cc: james.f.thompson@gsa.gov
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,
I want to let you know that I will be doing a quick site visit tomorrow at 11 am, I plan to take few pictures of the lobby and SSA waiting area, please kindly let Karen know.

Also, I will have a short conference call with the Lessor at 2 pm for an update of the Government's position on their proposals. I know I am rushing but if possible, please let me know SSA's decisions before my meeting. Thank you

> On Oct 17, 2014, at 3:39 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

>

> Kazi,

>

> Thanks for passing this information to us. I am forwarding the letter from the lessor with his proposed options and what GSA thinks

SSA should consider accepting to our regional executives for their review. We will let GSA know as soon as possible SSA's decision regarding the lessor's proposal or if a meeting is needed to discuss further.

>
> Please let me know if you have any questions or concerns.
>
> Stacey Hall
> Project Manager
> Center for Materiel Resources
> (404) 562-5720
>

(b) (5)

>
> ----- Forwarded message -----
> From: <rmanella@hinshawlaw.com><mailto:rmanella@hinshawlaw.com>>
> Date: Fri, Oct 17, 2014 at 10:45 AM
> Subject: Re: Social Security Administration - One Park Place- Boca
> Raton
> To: Kazi Rizvi - 2P1PRN
> <kazi.rizvi@gsa.gov><mailto:kazi.rizvi@gsa.gov>>
> Cc: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>, James
> Thompson - 4PR1AA
> <james.f.thompson@gsa.gov><mailto:james.f.thompson@gsa.gov>>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>, odrucker@canpro.ca<mailto:odrucker@canpro.ca>, Tarali Vandervoort -
> 4PR1A <tarali.vandervoort@gsa.gov><mailto:tarali.vandervoort@gsa.gov>>
>

> Thank you Sir. Have a pleasant weekend.
>
> Ross H. Manella
> Attorney at Law
> Admitted in Florida and Québec, Canada One East Broward Boulevard
> Suite 1010 Ft. Lauderdale, Florida, 33301
> Tel: 954-375-1138<tel:954-375-1138> | Mobile:
> 954-253-1026<tel:954-253-1026> | Fax: 954-467-1024<tel:954-467-1024>
> E-mail: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>
>
> [cid:_1_12148810121485A400510A7885257D74]

>
>
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> From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>
> To: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>,
>
> Cc: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>, odruicker@canpro.ca<mailto:odruicker@canpro.ca>, James Thompson - 4PR1AA
> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>, Tarali Vandervoort - 4PR1A
> <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>
> Date: 10/17/2014 10:23 AM
> Subject: Re: Social Security Administration - One Park Place- Boca Raton
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> Good morning Mr. Smith,
> I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon
> as possible. Thank you and have a nice weekend.
>
> Kazi S. Rizvi
> Lease Contracting Officer
> GSA/PBS/Leasing Division
> 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351 Office -
> 954-233-9248<tel:954-233-9248>
>
> On Fri, Oct 17, 2014 at 10:14 AM, <CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>> wrote:
> Mr. Rizvi:
>
> Attached please find Mr. Manella's letter of this date concerning the above captioned matter. A calendar event will be sent via email
> with reference to the telephone conference scheduled for Tuesday, October 21st at 2:00 PM.
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> Please give me a call if you have any questions or if I may be of further assistance.
> Carol F. Smith
> Legal Assistant to Ross H. Manella and Pamela J. Anselmo One East
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>

> <Letter to Kazi Rizvi - Re SSA Boca Raton Office.pdf> <ATT00002.gif>

> <ATT00001.jpg>

Re: HEADS UP: REPLY: Social Security Administration - One Park Place- Boca Raton

5 message(s)

Date: Thu Nov 20 2014 06:08:14 GMT-0700 (MST)

From: Kazi Rizvi - 4PR1AA

To: James Thompson - 4PR1AA

CC: Tarali Vandervoort - 4PR1A

ID: 149cd51f531d0eac

I agree, Stacey is expecting to let us know by early next week. I will follow up with her and let her know about our legal responsibility. Also, I will set up a call with our legal and SSA management so they understand the severity of this situation and maybe they will do more to help us fight this claim. Thanks

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Nov 20, 2014 at 7:57 AM, James Thompson - 4PR1AA <james.f.thompson@gsa.gov> wrote:

I don't think we should hold off vary long. Maybe a week if anything. GSA has a responsibility to start work on this claim and its not really up to SSA when we are going to start. Also, GSA legal has asked us to start making visits. So we really need to keep this moving forward. SSA can't control everything.

Jamie Thompson
Section Chief
Leasing Division
954-233-8381
7771 W. Oakland Park Blvd
Sunrise FL 33351

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Good morning,

I forgot to copy you guys on this email, SSA want us to hold off our site visits and not let the local office know about the claim until further notice. Once we hear back from SSA, Chris and I will start weekly site visits. Thanks

Kazi S. Rizvi
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7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

----- Forwarded message -----

From: **Kazi Rizvi - 4PR1AA** <kazi.rizvi@gsa.gov>

Date: Wed, Nov 19, 2014 at 10:57 PM

Subject: Re: HEADS UP: REPLY: Social Security Administration - One Park Place- Boca Raton

To: "Hall, Stacey" <Stacey.Hall@ssa.gov>

Cc: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>

Hi Stacey,

We will hold off our site visits until further notice from you. Also we will not talk about the claim with your local manager.

Chris- please do not proceed with your site visits.

Thank you

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Project Manager
Center for Materiel Resources
(404) 562-5720

From: Hall, Stacey

Sent: Tuesday, November 18, 2014 2:42 PM

To: kazi.rizvi@gsa.gov

Cc: Hobbs, Janet RO Atlanta; Epley, Len; McDaniel, Reginald; Cason, Terri; Rodgers, Gloria; Hall, Stacey

Subject: REPLY: Social Security Administration - One Park Place- Boca Raton

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GSA/PBS/Leasing Division
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Office - 954-233-9248

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Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

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Project Manager
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(404) 562-5720

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Sent: Thursday, October 23, 2014 12:44 PM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

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Kazi S. Rizvi
Lease Contracting Officer
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On Mon, Oct 20, 2014 at 12:32 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We need clarification regarding your quick site visit tomorrow at our South Palm Beach (Boca Raton) Field Office. As far as taking a few pictures of the lobby and SSA waiting area, do you mean the building's 1st floor lobby area by the elevator banks and the outside designated SSA waiting area? We want to make sure that you are not referring to our SSA office lobby. Also, our regional leadership and headquarters are still evaluating the proposals. We expect to have an answer for GSA by this week. Once you provide clarification on where you will be taking the pictures, I will advise the manager.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

-----Original Message-----

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]

Sent: Monday, October 20, 2014 11:37 AM

To: Hall, Stacey

Cc: james.f.thompson@gsa.gov

Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,

I want to let you know that I will be doing a quick site visit tomorrow at 11 am, I plan to take few pictures of the lobby and SSA waiting area, please kindly let Karen know.

Also, I will have a short conference call with the Lessor at 2 pm for an update of the Government's position on their proposals. I know I am rushing but if possible, please let me know SSA's decisions before my meeting. Thank you

> On Oct 17, 2014, at 3:39 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

>

> Kazi,

>

> Thanks for passing this information to us. I am forwarding the letter from the lessor with his proposed options and what GSA thinks SSA should consider accepting to our regional executives for their review. We will let GSA know as soon as possible SSA's decision regarding the lessor's proposal or if a meeting is needed to discuss further.

>

> Please let me know if you have any questions or concerns.

>

> Stacey Hall

> Project Manager

> Center for Materiel Resources

> (404) 562-5720

>

(b) (5)

>

> ----- Forwarded message -----

> From: <rmanella@hinshawlaw.com><mailto:rmanella@hinshawlaw.com>>

> Date: Fri, Oct 17, 2014 at 10:45 AM

> Subject: Re: Social Security Administration - One Park Place- Boca

> Raton

> To: Kazi Rizvi - 2P1PRN

> <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>
> Cc: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>, James
> Thompson - 4PR1AA
> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>, odrucker@canpro.ca<mailto:odrucker@canpro.ca>, Tarali Vandervoort -
> 4PR1A <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>
>
> Thank you Sir. Have a pleasant weekend.
>
> Ross H. Manella
> Attorney at Law
> Admitted in Florida and Québec, Canada One East Broward Boulevard
> Suite 1010 Ft. Lauderdale, Florida, 33301
> Tel: 954-375-1138<tel:954-375-1138> | Mobile:
> 954-253-1026<tel:954-253-1026> | Fax: 954-467-1024<tel:954-467-1024>
> E-mail: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>
>
> [cid:_1_12148810121485A400510A7885257D74]
>
>
>
> From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>
> To: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>, rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>, odrucker@canpro.ca<mailto:odrucker@canpro.ca>, James Thompson - 4PR1AA
> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>, Tarali Vandervoort - 4PR1A
> <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>
> Date: 10/17/2014 10:23 AM
> Subject: Re: Social Security Administration - One Park Place- Boca Raton
>
> _____
>
>
>
> Good morning Mr. Smith,
> I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon as possible. Thank you and have a nice weekend.
>
> Kazi S. Rizvi
> Lease Contracting Officer
> GSA/PBS/Leasing Division
> 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351 Office -
> 954-233-9248<tel:954-233-9248>
>
> On Fri, Oct 17, 2014 at 10:14 AM, <CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>> wrote:
> Mr. Rizvi:
>
> Attached please find Mr. Manella's letter of this date concerning the above captioned matter. A calendar event will be sent via email with reference to the telephone conference scheduled for Tuesday, October 21st at 2:00 PM.
>
> Please give me a call if you have any questions or if I may be of further assistance.
> Carol F. Smith
> Legal Assistant to Ross H. Manella and Pamela J. Anselmo One East
> Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301
> Tel: 954-467-7900 ext 1150<tel:954-467-7900%20ext%201150> | Fax:
> 954-467-1024<tel:954-467-1024>
> E-mail: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>
>
> [cid:_2_121563581215598400510A7885257D74]
>
>
>
>

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>
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>
> <Letter to Kazi Razvi - Re SSA Boca Raton Office.pdf> <ATT00002.gif>
> <ATT00001.jpg>

Re: HEADS UP: REPLY: Social Security Administration - One Park Place- Boca Raton

5 message(s)

Date: Thu Nov 20 2014 08:25:06 GMT-0700 (MST)
From: Tarali Vandervoort - 4PR1A
To: James Thompson - 4PR1AA
CC: Kazi Rizvi - 4PR1AA
ID: 149cdcefe7abf10a

I concur with Jamie's assessment.

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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On Thu, Nov 20, 2014 at 7:57 AM, James Thompson - 4PR1AA <james.f.thompson@gsa.gov> wrote:

I don't think we should hold off vary long. Maybe a week if anything. GSA has a responsibility to start work on this claim and its not really up to SSA when we are going to start. Also, GSA legal has asked us to start making visits. So we really need to keep this moving forward. SSA can't control everything.

Jamie Thompson

Section Chief
Leasing Division
954-233-8381
7771 W. Oakland Park Blvd
Sunrise FL 33351

On Thu, Nov 20, 2014 at 7:50 AM, Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov> wrote:

Good morning,

I forgot to copy you guys on this email, SSA want us to hold off our site visits and not let the local office know about the claim until further notice. Once we hear back from SSA, Chris and I will start weekly site visits. Thanks

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

----- Forwarded message -----

From: **Kazi Rizvi - 4PR1AA** <kazi.rizvi@gsa.gov>
Date: Wed, Nov 19, 2014 at 10:57 PM
Subject: Re: HEADS UP: REPLY: Social Security Administration - One Park Place- Boca Raton
To: "Hall, Stacey" <Stacey.Hall@ssa.gov>
Cc: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>

Hi Stacey,

We will hold off our site visits until further notice from you. Also we will not talk about the claim with your local manager.

Chris- please do not proceed with your site visits.

Thank you

On Nov 19, 2014, at 6:20 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

Kazi,

We are in the process of notifying our national, regional, and South Florida leadership about the latest developments with the SPB office. Is it possible to hold off on the GSA site visits to this office until all of our notifications have been made? We do not want the office manager to start inquiring about your visits or the status of the options previously presented by the lessor before her direct line supervisor has an opportunity to discuss this with her. So, please make sure that no one from GSA talks to the office manager or any of the SPB employees/guards about the current situation with the lessor. I will let you know when all of the notifications have been made and when it will be a good time to commence with these site visits. I expect everyone to be onboard by early next week.

Let me know if there are any questions or concerns.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Hall, Stacey
Sent: Tuesday, November 18, 2014 2:42 PM
To: kazi.rizvi@gsa.gov
Cc: Hobbs, Janet RO Atlanta; Epley, Len; McDaniel, Reginald; Cason, Terri; Rodgers, Gloria; Hall, Stacey

Subject: REPLY: Social Security Administration - One Park Place- Boca Raton

Kazi,

You are correct that this is very bad news, especially with all of the actions and concessions SSA has made to alleviate the overcrowding issue at the SPB office. This will put even more pressure on procuring temporary space for WPB not to mention the negative impact it would have on our public service to our SPB customers. We have no idea where we are on the WBP short term lease award and have requested status several times from GSA. I am sharing your email with my leadership for further internal discussion. We will reach out to GSA to set up a conference call to discuss the next steps.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Kazi Rizvi - 4PR1AA [<mailto:kazi.rizvi@gsa.gov>]

Sent: Tuesday, November 18, 2014 1:45 PM

To: Hall, Stacey

Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Hi Stacey,

I got bad news about the above lease, we received a claim from the Lessor (see attached). He wants us to terminate this lease ASAP and to compensate him \$250k for damages.

We had a meeting with our legal team and they advised us to do more site visits and take pictures. Chris and I plan to do site visits at least twice a week for next few months.

I also need SSA's help and support to dismiss this claim. Our legal would like to get SSA's daily visitor log spreadsheet since start of the lease. Also they wanted to know if it's possible for SSA to keep count of total number of visitors who comes to the office, including claimant's relatives.

Lastly, if SSA requires, our legal will be available for a conference call to discuss this issue. If you have any other information which may help this case, please feel free to share it with us.

Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Oct 24, 2014 at 1:05 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

Hi Stacy,

Thank you again for the update, I will speak to the Lessor's attorney regarding their security guard's behavior.

Regards,

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Oct 24, 2014 at 1:00 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:

Kazi,

We will be meeting with our headquarters on Monday (10/27/14) afternoon to discuss the proposals and obtain a final agency decision. So, we expect to provide a response to GSA early next week. Also, I was informed today that the building guard was observed asking SSA visitors where they were going. Can you please look into this during your site visit next week and discuss it again with the lessor and/or his building manager?

Thanks,

Stacey

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Friday, October 24, 2014 8:01 AM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,
Thank you for the update, I will follow up with you next week. Also, I plan to do a site visit on next Thursday morning at 7:30 am to observe visitor traffic.

Regards,

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Oct 23, 2014 at 7:38 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We have discussed the South Palm Beach (Boca) lessor's proposal with our regional leadership. We are working on coordinating a meeting with our headquarters to discuss the proposals and obtain a final agency decision. Our expectation is to have a final answer to GSA by next week. I will let you know when the meeting is scheduled to give you a better idea of when a decision may be forthcoming.

Please contact me if there are any questions or concerns.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Thursday, October 23, 2014 12:44 PM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Hi Stacey,
Any movement on the Lessor's proposal? Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351

Office - 954-233-9248

On Mon, Oct 20, 2014 at 12:32 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We need clarification regarding your quick site visit tomorrow at our South Palm Beach (Boca Raton) Field Office. As far as taking a few pictures of the lobby and SSA waiting area, do you mean the building's 1st floor lobby area by the elevator banks and the outside designated SSA waiting area? We want to make sure that you are not referring to our SSA office lobby. Also, our regional leadership and headquarters are still evaluating the proposals. We expect to have an answer for GSA by this week. Once you provide clarification on where you will be taking the pictures, I will advise the manager.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

-----Original Message-----

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Monday, October 20, 2014 11:37 AM
To: Hall, Stacey
Cc: james.f.thompson@gsa.gov
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,

I want to let you know that I will be doing a quick site visit tomorrow at 11 am, I plan to take few pictures of the lobby and SSA waiting area, please kindly let Karen know.

Also, I will have a short conference call with the Lessor at 2 pm for an update of the Government's position on their proposals. I know I am rushing but if possible, please let me know SSA's decisions before my meeting. Thank you

> On Oct 17, 2014, at 3:39 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

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> Thanks for passing this information to us. I am forwarding the letter from the lessor with his proposed options and what GSA thinks SSA should consider accepting to our regional executives for their review. We will let GSA know as soon as possible SSA's decision regarding the lessor's proposal or if a meeting is needed to discuss further.

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> Please let me know if you have any questions or concerns.

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> Stacey Hall

> Project Manager

> Center for Materiel Resources

> (404) 562-5720

>

(b) (5)

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> ----- Forwarded message -----
> From: <rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>>
> Date: Fri, Oct 17, 2014 at 10:45 AM
> Subject: Re: Social Security Administration - One Park Place- Boca
> Raton
> To: Kazi Rizvi - 2P1PRN
> <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>
> Cc: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>, James
> Thompson - 4PR1AA
> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>,
> JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>,
> odrucker@canpro.ca<mailto:odrucker@canpro.ca>, Tarali Vandervoort -
> 4PR1A <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>
>

> Thank you Sir. Have a pleasant weekend.

>
> Ross H. Manella
> Attorney at Law
> Admitted in Florida and Québec, Canada One East Broward Boulevard
> Suite 1010 Ft. Lauderdale, Florida, 33301
> Tel: 954-375-1138<tel:954-375-1138> | Mobile:
> 954-253-1026<tel:954-253-1026> | Fax: 954-467-1024<tel:954-467-1024>
> E-mail: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>
>

> [cid:_1_12148810121485A400510A7885257D74]
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>

> From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>
> To: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>,
> Cc: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>,
> odrucker@canpro.ca<mailto:odrucker@canpro.ca>, James Thompson - 4PR1AA
> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>, Tarali Vandervoort - 4PR1A
> <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>
> Date: 10/17/2014 10:23 AM
> Subject: Re: Social Security Administration - One Park Place- Boca Raton
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> Good morning Mr. Smith,
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> Kazi S. Rizvi
> Lease Contracting Officer
> GSA/PBS/Leasing Division
> 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351 Office -
> 954-233-9248<tel:954-233-9248>

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> Mr. Rizvi:
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> Attached please find Mr. Manella's letter of this date concerning the above captioned matter. A calendar event will be sent via email with reference to the telephone conference scheduled for Tuesday, October 21st at 2:00 PM.
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> Please give me a call if you have any questions or if I may be of further assistance.
> Carol F. Smith
> Legal Assistant to Ross H. Manella and Pamela J. Anselmo One East
> Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301
> Tel: 954-467-7900 ext 1150<tel:954-467-7900%20ext%201150> | Fax:
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>
> [cid:_2_121563581215598400510A7885257D74]
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>
> <Letter to Kazi Razvi - Re SSA Boca Raton Office.pdf> <ATT00002.gif>
> <ATT00001.jpg>

Re: HEADS UP: REPLY: Social Security Administration - One Park Place- Boca Raton

5 message(s)

Date: Tue Dec 02 2014 06:07:17 GMT-0700 (MST)
From: Kazi Rizvi - 4PR1AA
To: "Hall, Stacey"
CC: James Thompson - 4PR1AA , Christopher Singian - 4PS1FM
ID: 14a0b1e0cfbe6a23

Good morning Stacey,
I hope you had a wonderful Thanksgiving.

As for the SSA Boca lease, has all the internal notifications been made? We would like to commence the site visits ASAP, if not, I believe

we don't have the luxury to wait any longer, we should start our visits this week (Wednesday or Thursday) but we will not discuss the claim with anyone. Please let me know your thoughts. Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

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Cc: Hobbs, Janet RO Atlanta; Epley, Len; McDaniel, Reginald; Cason, Terri; Rodgers, Gloria; Hall, Stacey
Subject: REPLY: Social Security Administration - One Park Place- Boca Raton

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Center for Materiel Resources
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On Fri, Oct 24, 2014 at 1:00 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:

Kazi,

We will be meeting with our headquarters on Monday (10/27/14) afternoon to discuss the proposals and obtain a final agency decision. So, we expect to provide a response to GSA early next week. Also, I was informed today that the building guard was observed asking SSA visitors where they were going. Can you please look into this during your site visit next week and discuss it again with the lessor and/or his building manager?

Thanks,

Stacey

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]

Sent: Friday, October 24, 2014 8:01 AM

To: Hall, Stacey

Cc: James Thompson - 4PR1AA

Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,

Thank you for the update, I will follow up with you next week. Also, I plan to do a site visit on next Thursday morning at 7:30 am to observe visitor traffic.

Regards,

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Oct 23, 2014 at 7:38 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We have discussed the South Palm Beach (Boca) lessor's proposal with our regional leadership. We are working on coordinating a meeting with our headquarters to discuss the proposals and obtain a final agency decision. Our expectation is to have a final answer to GSA by next week. I will let you know when the meeting is scheduled to give you a better idea of when a decision may be forthcoming.

Please contact me if there are any questions or concerns.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Thursday, October 23, 2014 12:44 PM
To: Hall, Stacey
Cc: James Thompson - 4PR1AA
Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Hi Stacey,
Any movement on the Lessor's proposal? Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Mon, Oct 20, 2014 at 12:32 PM, Hall, Stacey <Stacey.Hall@ssa.gov> wrote:
Kazi,

We need clarification regarding your quick site visit tomorrow at our South Palm Beach (Boca Raton) Field Office. As far as taking a few pictures of the lobby and SSA waiting area, do you mean the building's 1st floor lobby area by the elevator banks and the outside designated SSA waiting area? We want to make sure that you are not referring to our SSA office lobby. Also, our regional leadership and headquarters are still evaluating the proposals. We expect to have an answer for GSA by this week. Once you provide clarification on where you will be taking the pictures, I will advise the manager.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
(404) 562-5720

-----Original Message-----

From: Kazi Rizvi - 2P1PRN [mailto:kazi.rizvi@gsa.gov]
Sent: Monday, October 20, 2014 11:37 AM
To: Hall, Stacey

Cc: james.f.thompson@gsa.gov

Subject: Re: REPLY: Social Security Administration - One Park Place- Boca Raton

Good morning Stacey,

I want to let you know that I will be doing a quick site visit tomorrow at 11 am, I plan to take few pictures of the lobby and SSA waiting area, please kindly let Karen know.

Also, I will have a short conference call with the Lessor at 2 pm for an update of the Government's position on their proposals. I know I am rushing but if possible, please let me know SSA's decisions before my meeting. Thank you

> On Oct 17, 2014, at 3:39 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

>

> Kazi,

>

> Thanks for passing this information to us. I am forwarding the letter from the lessor with his proposed options and what GSA thinks SSA should consider accepting to our regional executives for their review. We will let GSA know as soon as possible SSA's decision regarding the lessor's proposal or if a meeting is needed to discuss further.

>

> Please let me know if you have any questions or concerns.

>

> Stacey Hall

> Project Manager

> Center for Materiel Resources

> (404) 562-5720

>

(b) (5)

>

> ----- Forwarded message -----

> From: <rmanella@hinshawlaw.com><mailto:rmanella@hinshawlaw.com>>

> Date: Fri, Oct 17, 2014 at 10:45 AM

> Subject: Re: Social Security Administration - One Park Place- Boca

> Raton

> To: Kazi Rizvi - 2P1PRN

> <kazi.rizvi@gsa.gov><mailto:kazi.rizvi@gsa.gov>>

> Cc: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>, James

> Thompson - 4PR1AA

> <james.f.thompson@gsa.gov><mailto:james.f.thompson@gsa.gov>>, James

> JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>,

> odrucker@canpro.ca<mailto:odrucker@canpro.ca>, Tarali Vandervoort -

> 4PR1A <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>

> Thank you Sir. Have a pleasant weekend.

> Ross H. Manella

> Attorney at Law

> Admitted in Florida and Québec, Canada One East Broward Boulevard

> Suite 1010 Ft. Lauderdale, Florida, 33301

> Tel: 954-375-1138<tel:954-375-1138> | Mobile:

> 954-253-1026<tel:954-253-1026> | Fax: 954-467-1024<tel:954-467-1024>

> E-mail: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>

> [cid:_1_12148810121485A400510A7885257D74]

> From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov<mailto:kazi.rizvi@gsa.gov>>>

> To: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>,

> Cc: rmanella@hinshawlaw.com<mailto:rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com<mailto:JLukacs@hinshawlaw.com>>,

> odrucker@canpro.ca<mailto:odrucker@canpro.ca>, James Thompson - 4PR1AA

> <james.f.thompson@gsa.gov<mailto:james.f.thompson@gsa.gov>>, Tarali Vandervoort - 4PR1A

> <tarali.vandervoort@gsa.gov<mailto:tarali.vandervoort@gsa.gov>>

> Date: 10/17/2014 10:23 AM

> Subject: Re: Social Security Administration - One Park Place- Boca Raton

> Good morning Mr. Smith,

> I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon

> as possible. Thank you and have a nice weekend.

> Kazi S. Rizvi

> Lease Contracting Officer

> GSA/PBS/Leasing Division

> 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351 Office -

> 954-233-9248<tel:954-233-9248>

> On Fri, Oct 17, 2014 at 10:14 AM, <CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>>> wrote:

> Mr. Rizvi:

> Attached please find Mr. Manella's letter of this date concerning the above captioned matter. A calendar event will be sent via email

> with reference to the telephone conference scheduled for Tuesday, October 21st at 2:00 PM.

> Please give me a call if you have any questions or if I may be of further assistance.

> Carol F. Smith

> Legal Assistant to Ross H. Manella and Pamela J. Anselmo One East

> Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301

> Tel: 954-467-7900 ext 1150<tel:954-467-7900%20ext%201150> | Fax:

> 954-467-1024<tel:954-467-1024>

> E-mail: CSmith@hinshawlaw.com<mailto:CSmith@hinshawlaw.com>

> [cid:_2_121563581215598400510A7885257D74]

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>

> <Letter to Kazi Razvi - Re SSA Boca Raton Office.pdf> <ATT00002.gif>

> <ATT00001.jpg>

Re: FYI: South Palm Beach SSA Office: October and November Saturday Overtime Used

1 message(s)

Date: Wed Nov 26 2014 11:12:44 GMT-0700 (MST)

From: Christopher Singian - 4PS1FM

To: "Gonyer, Karen A"

CC: ||ATL Area II , "Jannuzzi, Pamela" , "Lagos, Norma" , "Simms, Erika" , "Chetta, Eileen" , |FL FO South Palm Beach , "Bello, Noel" , "Mackey, Dwayne" , James Thompson

ID: 149ed4e360edf42b

Karen,

Just a friendly reminder, OT Utility request must come from GSA to the Lessor. In this case, Myself or James Thompson (GSA) are the only ones allowed to give Canpro (Lessor) direction to provide OT Utilities. The 24/7 IT room OT utility has been taken care of b/c funding has already been established for the entire fiscal year (Oct 14' - Sept 15').

GSA requires that all request for OT Utilities come from the gov (GSA) directly to ensure that proper funding is in place b/f services are provided.

Chris Singian

Building Management Specialist

U.S. General Services Administration (GSA)

51 SW First Ave, Suite 423

Miami, FL 33130

Main: 305-536-5751

Desk: 305-507-7741

Cell: (b) (6)

christopher.singian@gsa.gov

On Mon, Nov 24, 2014 at 9:58 AM, Gonyer, Karen A <Karen.A.Gonyer@ssa.gov> wrote:

Chris,

Our office received a small OT budget for FY15. The dates shown below were worked in South Palm Beach (Boca Raton FL). This information is provided to you for OT utilities. I apologize for the delay in forwarding the dates to your office. I will share with you the projected OT dates for December in advance.

Saturday Overtime Dates

Date	Time
October 18, 2014	8:00 a.m. - 1:00 p.m. (5 hours)
October 25, 2014	8:00 a.m. - 1:00 p.m. (5 hours)
November 1, 2014	8:00 a.m. - 1:00 p.m. (5 hours)
November 15, 2014	8:00 a.m. - 1:00 p.m. (5 hours)
November 22, 2014	8:00 a.m. - 1:00 p.m. (5 hours)

If you need any other information, please advise.

Thank you.

Karen
District Manager
South Palm Beach FL Office
877-512-5990
karen.a.gonyer@ssa.gov<mailto:karen.a.gonyer@ssa.gov>

Re: Social Security Administration - One Park Place- Boca Raton

14 message(s)

Date: Fri Oct 17 2014 08:22:05 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: CSmith@hinshawlaw.com
CC: rmanella@hinshawlaw.com, JLUkacs@hinshawlaw.com, odrucker@canpro.ca, James Thompson - 4PR1AA , Tarali Vandervoort - 4PR1A
ID: 1491e7d973fa3f1b

Good morning Mr. Smith,
I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon as possible. Thank you and have a nice weekend.

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Oct 17, 2014 at 10:14 AM, <CSmith@hinshawlaw.com> wrote:

Mr. Rizvi:

Attached please find Mr. Manella's letter of this date concerning the above captioned matter. A calendar event will be sent via email with reference to the telephone conference scheduled for **Tuesday, October 21st at 2:00 PM.**

Please give me a call if you have any questions or if I may be of further assistance.

Carol F. Smith
Legal Assistant to Ross H. Manella and Pamela J. Anselmo
One East Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301

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14 Attachments:

[Letter to Kazi Rizvi - Re SSA Boca Raton Office.pdf](#)

Re: Social Security Administration - One Park Place- Boca Raton

14 message(s)

Date: Fri Oct 17 2014 08:45:12 GMT-0600 (MDT)

From: rmanella@hinshawlaw.com

To: Kazi Rizvi - 2P1PRN

CC: CSmith@hinshawlaw.com, James Thompson - 4PR1AA , JLuke@hinshawlaw.com, odrucker@canpro.ca, Tarali Vandervoort - 4PR1A

ID: 1491e91ec576308f

Thank you Sir. Have a pleasant weekend.

Ross H. Manella

Attorney at Law

Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301

Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024

E-mail: rmanella@hinshawlaw.com

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>

To: CSmith@hinshawlaw.com,

Cc: rmanella@hinshawlaw.com, JLuke@hinshawlaw.com, odrucker@canpro.ca, James Thompson - 4PR1AA <james.f.thompson@gsa.gov>, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov>

Date: 10/17/2014 10:23 AM

Subject: Re: Social Security Administration - One Park Place- Boca Raton

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I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon as possible. Thank you and have a nice weekend.

Kazi S. Rizvi

Lease Contracting Officer

GSA/PBS/Leasing Division

7771 West Oakland Park Blvd, Suite 119

Sunrise, FL 33351

Office - 954-233-9248

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Carol F. Smith

Legal Assistant to Ross H. Manella and Pamela J. Anselmo
One East Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301
Tel: [954-467-7900 ext 1150](tel:954-467-7900) | Fax: [954-467-1024](tel:954-467-1024)
E-mail: CSmith@hinshawlaw.com

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(b) (5)

(b) (5)

----- Forwarded message -----

From: <rmanella@hinshawlaw.com>

Date: Fri, Oct 17, 2014 at 10:45 AM

Subject: Re: Social Security Administration - One Park Place- Boca Raton

To: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>

Cc: CSmith@hinshawlaw.com, James Thompson - 4PR1AA

<james.f.thompson@gsa.gov>, JLukacs@hinshawlaw.com, odrucker@canpro.ca, Tarali Vandervoort - 4PR1A

<tarali.vandervoort@gsa.gov>

Thank you Sir. Have a pleasant weekend.

Ross H. Manella

Attorney at Law

Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301

Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024

E-mail: rmanella@hinshawlaw.com

53a9fa3375a1ecc5_0.0.1

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>

To: CSmith@hinshawlaw.com,

Cc: rmanella@hinshawlaw.com, JLukacs@hinshawlaw.com, odrucker@canpro.ca, James Thompson - 4PR1AA

<james.f.thompson@gsa.gov>, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov>

Date: 10/17/2014 10:23 AM

Subject: Re: Social Security Administration - One Park Place- Boca Raton

Good morning Mr. Smith,

I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon as possible. Thank you and have a nice weekend.

Kazi S. Rizvi

Lease Contracting Officer

GSA/PBS/Leasing Division

7771 West Oakland Park Blvd, Suite 119

Sunrise, FL 33351

Office - 954-233-9248

On Fri, Oct 17, 2014 at 10:14 AM, <CSmith@hinshawlaw.com> wrote:

On Fri, Oct 17, 2014 at 3:23 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

Hi Stacey,

The Lessor for the above lease has proposed few options to reduce the overcrowding situation (see attached letter). As discussed in yesterday's meeting, I believe we should consider option 1 and 2, especially because these are at no cost to the Government and implementing these will greatly improve the overall service of the SSA clients and may also prevent future claims from the Lessor.

As for option (#3) to keep them updated about the short and long term projects, I will discuss this with our attorney as to what and when GSA could share project information with this Lessor. I believe providing this Lessor with a limited updates will not be harmful to our procurement process, again this will be decided by our attorney.

Lastly, proposal (#4) to mutually terminate this lease is NOT an option at this time. If in the future SSA and GSA consider terminating this lease, we will explore this option further.

Please kindly let me know your thoughts on these proposals. I will continue to do weekly site visits for next few weeks and closely monitor this situation. If you have any further questions or concerns, please feel free to call me at 954-233-9248. Thank you and I look forward to hearing from you.

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

----- Forwarded message -----

From: <rmanella@hinshawlaw.com>

Date: Fri, Oct 17, 2014 at 10:45 AM

Subject: Re: Social Security Administration - One Park Place- Boca Raton

To: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>

Cc: CSmith@hinshawlaw.com, James Thompson - 4PR1AA

<james.f.thompson@gsa.gov>, JLukacs@hinshawlaw.com, odrucker@canpro.ca, Tarali Vandervoort - 4PR1A

<tarali.vandervoort@gsa.gov>

Thank you Sir. Have a pleasant weekend.

Ross H. Manella
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E-mail: rmanella@hinshawlaw.com
53a9fa3375a1ecc5_0.0.1

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: CSmith@hinshawlaw.com,
Cc: rmanella@hinshawlaw.com, JLukacs@hinshawlaw.com, odrucker@canpro.ca, James Thompson - 4PR1AA
<james.f.thompson@gsa.gov>, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov>
Date: 10/17/2014 10:23 AM
Subject: Re: Social Security Administration - One Park Place- Boca Raton

Good morning Mr. Smith,

I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon as possible. Thank you and have a nice weekend.

Kazi S. Rizvi
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Mr. Rizvi:

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Please give me a call if you have any questions or if I may be of further assistance.

Carol F. Smith
Legal Assistant to Ross H. Manella and Pamela J. Anselmo
One East Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301
Tel: [954-467-7900 ext 1150](tel:954-467-7900) | Fax: [954-467-1024](tel:954-467-1024)
E-mail: CSmith@hinshawlaw.com

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Re: Social Security Administration - One Park Place- Boca Raton

14 message(s)

Date: Wed Oct 29 2014 10:06:09 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: rmanella@hinshawlaw.com
CC: James Thompson - 4PR1AA
ID: 1495ca8dedecd98b

Hi Ross,
SSA has agreed to use the adjacent vacant space and reserve the top parking level for their visitor parking. We will also keep the Lessor informed about additional temporary/permanent leased space as we move forward. Please note procurement sensitive information will not be shared, we will provide only general time table of ongoing projects.

At this time, please do not take down any wall between the current SSA space and the adjacent vacant space. Once the supplemental agreements are drafted, we will provide further direction. Please send us the draft language for the supplemental lease agreement for option 1 and 2 along with all necessary floor plans indicating the vacant space and the parking garage.

Lastly, SSA/GSA respectfully declines the proposal (#4) to mutually terminate this lease. If in the future the Government considers terminating this lease, we will explore this option further.

Thank you and I hope to hear back from you soon.

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Oct 17, 2014 at 10:45 AM, <rmanella@hinshawlaw.com> wrote:

Thank you Sir. Have a pleasant weekend.

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Attorney at Law

Admitted in Florida and Québec, Canada

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From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
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Cc: rmanella@hinshawlaw.com, JLukacs@hinshawlaw.com, odrucker@canpro.ca, James Thompson - 4PR1AA
<james.f.thompson@gsa.gov>, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov>
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Please give me a call if you have any questions or if I may be of further assistance.

Carol F. Smith
Legal Assistant to Ross H. Manella and Pamela J. Anselmo
One East Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301
Tel: [954-467-7900 ext 1150](tel:954-467-7900) | Fax: [954-467-1024](tel:954-467-1024)
E-mail: CSmith@hinshawlaw.com

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Re: Social Security Administration - One Park Place- Boca Raton

14 message(s)

Date: Wed Oct 29 2014 10:18:11 GMT-0600 (MDT)
From: rmanella@hinshawlaw.com
To: Kazi Rizvi - 2P1PRN
CC: James Thompson - 4PR1AA , JLuke@hinshawlaw.com
ID: 1495cb39b04a9940

Thank you for your response i will share with my client

Ross H. Manella

Attorney at Law

Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301

Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024

E-mail: rmanella@hinshawlaw.com

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: rmanella@hinshawlaw.com,
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>
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Thank you and I hope to hear back from you soon.

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GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
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Office - 954-233-9248

On Fri, Oct 17, 2014 at 10:45 AM, <rmanella@hinshawlaw.com> wrote:

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<james.f.thompson@gsa.gov>, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov>
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(b) (5)

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[REDACTED]

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[REDACTED]

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Date: Wed, Nov 12, 2014 at 11:17 AM

Subject: Re: Social Security Administration - One Park Place- Boca Raton

To: Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov>

Cc: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com

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From: Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov>
To: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>,
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[REDACTED] (b) (5)

[REDACTED]

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From: Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov>
To: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>,
Date: 11/12/2014 07:59 AM
Subject: Re: Social Security Administration - One Park Place- Boca Raton

Good morning Ross,
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Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Wed, Oct 29, 2014 at 12:18 PM, <rmanella@hinshawlaw.com> wrote:

Thank you for your response i will share with my client

Ross H. Manella
Attorney at Law
Admitted in Florida and Québec, Canada
One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301
Tel: [954-375-1138](tel:954-375-1138) | Mobile: [954-253-1026](tel:954-253-1026) | Fax: [954-467-1024](tel:954-467-1024)
E-mail: rmanella@hinshawlaw.com
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To: rmanella@hinshawlaw.com,
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Date: 10/29/2014 12:14 PM
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To: CSmith@hinshawlaw.com,

Cc: rmanella@hinshawlaw.com, JLukacs@hinshawlaw.com, odrucker@canpro.ca, James Thompson - 4PR1AA <james.f.thompson@gsa.gov>, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov>

Date: 10/17/2014 10:23 AM

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Carol F. Smith

Legal Assistant to Ross H. Manella and Pamela J. Anselmo

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[REDACTED] (b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Hi John,

Please see below, unfortunately it seems the Lessor is in the process of filing a claim. I will call you and discuss this further.
Thank you

Kazi S. Rizvi
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Date: Wed, Nov 12, 2014 at 11:17 AM
Subject: Re: Social Security Administration - One Park Place- Boca Raton
To: Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov>
Cc: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com

Good Morning. We have been closely monitoring the crowds and the overcrowding and mayhem has not subsided. SSA visitors are averaging approximately 500 per day and on some days greater than 500 visitors. My client has suffered irreparable damage which is continuing. We are submitting a claim with the Lead Contracting Officer and a demand for Alternative Dispute Resolution under the Contract Disputes Act of 1978 and pursuant to the lease. The SSA has failed to remedy the breaches under the lease notwithstanding numerous written notices. No alternate SSA offices have been opened to alleviate the crowding. The situation is not tenable. We are demanding termination of the lease and will also be filing applicable procedures in Federal court to enjoin and stop the overcrowding and unreasonable use of the premises.

We appreciate your concern. We are hopeful that this matter can be amicably resolved and that the SSA will quickly find alternate accommodations which are more suitable to the excessive crowds.

Ross H. Manella
Attorney at Law
Admitted in Florida and Québec, Canada
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Re: Social Security Administration - One Park Place- Boca Raton

14 message(s)

Date: Fri Nov 14 2014 14:04:16 GMT-0700 (MST)
From: Kazi Rizvi - 4PR1AA
To: Christopher Singian - 4PS1FM , James Thompson - 4PR1AA
CC:
ID: 149b01fcec46e760

Hi Chris,

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14 Attachments:
[SSA- Boca - Claim.pdf](#)

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Date: Fri Nov 14 2014 14:11:55 GMT-0700 (MST)
From: Christopher Singian - 4PS1FM
To: Kazi Rizvi - 4PR1AA
CC: James Thompson - 4PR1AA
ID: 149b026036bece6c

I cannot do this Mon, but I'll see about Wed of next week. Would you go up to the SSA space or just monitor the inflow from the bottom floor?

Chris Singian
Building Management Specialist
U.S. General Services Administration (GSA)
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

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Thank you and I hope to hear back from you soon.

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Oct 17, 2014 at 10:45 AM, <rmanella@hinshawlaw.com> wrote:

Thank you Sir. Have a pleasant weekend.

Ross H. Manella

Attorney at Law

Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301

Tel: [954-375-1138](tel:954-375-1138) | Mobile: [954-253-1026](tel:954-253-1026) | Fax: [954-467-1024](tel:954-467-1024)

E-mail: rmanella@hinshawlaw.com

790d480ccf1f559e_0.2

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: CSmith@hinshawlaw.com,
Cc: rmanella@hinshawlaw.com, JLukacs@hinshawlaw.com, odrucker@canpro.ca, James Thompson - 4PR1AA <james.f.thompson@gsa.gov>, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov>
Date: 10/17/2014 10:23 AM
Subject: Re: Social Security Administration - One Park Place- Boca Raton

Good morning Mr. Smith,

I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon as possible. Thank you and have a nice weekend.

Kazi S. Rizvi

Lease Contracting Officer

GSA/PBS/Leasing Division

7771 West Oakland Park Blvd, Suite 119

Sunrise, FL 33351

Office - [954-233-9248](tel:954-233-9248)

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Mr. Rizvi:

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Please give me a call if you have any questions or if I may be of further assistance.

Carol F. Smith

Legal Assistant to Ross H. Manella and Pamela J. Anselmo

One East Broward Boulevard, Suite 1010, Ft. Lauderdale, Florida, 33301

Tel: [954-467-7900](tel:954-467-7900) ext 1150 | Fax: [954-467-1024](tel:954-467-1024)

E-mail: CSmith@hinshawlaw.com

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Re: Social Security Administration - One Park Place- Boca Raton

14 message(s)

Date: Fri Nov 14 2014 14:22:38 GMT-0700 (MST)
From: Kazi Rizvi - 4PR1AA
To: Christopher Singian - 4PS1FM
CC: James Thompson - 4PR1AA
ID: 149b0305ecbf3c68

Chris,

We don't have to have any fixed days and as for the visit, I have been taking pictures of the front of the building, parking area, 1st floor lobby, elevator area and 4th floor lobby; I will also start taking pictures of the 4th floor public restrooms too.

At this time, SSA doesn't want us to take any pictures within the SSA space, i.e. waiting area. I plan to be there for an hour to observe the foot traffic. Let me know if you have any suggestions. Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Nov 14, 2014 at 4:11 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:

I cannot do this Mon, but I'll see about Wed of next week. Would you go up to the SSA space or just monitor the inflow from the bottom floor?

Chris Singian
Building Management Specialist
U.S. General Services Administration (GSA)

51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

On Fri, Nov 14, 2014 at 4:04 PM, Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov> wrote:

Hi Chris,

I got a bad news about the above lease, we received a claim from the Lessor (see attached but please do not share it with others). He want us to terminate this lease and also to pay him \$250k.

We had a meeting with our legal team and they advised us to do more site visits and take pictures and take notes. I plan to go there once a week but I also need your assistance, please let me know how often you could go in a week. Currently, I am thinking of going there either Tuesday or Thursday morning, depending on your schedule if you could do Mondays and Wednesdays, that will be very helpful, especially Mondays.

Please let me know your thoughts. It seems this will be a long battle. Thanks

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Wed, Nov 5, 2014 at 8:00 AM, Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov> wrote:

FYI- We are waiting to hear back from the Lessor, not sure what's the hold up but I did another site visit last Thursday and there were no crowd. Thanks

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

----- Forwarded message -----

From: <rmanella@hinshawlaw.com>
Date: Wed, Oct 29, 2014 at 12:18 PM
Subject: Re: Social Security Administration - One Park Place- Boca Raton
To: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>, JLukacs@hinshawlaw.com

Thank you for your response i will share with my client

Ross H. Manella
Attorney at Law
Admitted in Florida and Québec, Canada
One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301
Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024
E-mail: rmanella@hinshawlaw.com
790d480ccf1f559e_0.1

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: rmanella@hinshawlaw.com,
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>
Date: 10/29/2014 12:14 PM
Subject: Re: Social Security Administration - One Park Place- Boca Raton

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Thank you Sir. Have a pleasant weekend.

Ross H. Manella

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Admitted in Florida and Québec, Canada
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From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: CSmith@hinshawlaw.com,
Cc: rmanella@hinshawlaw.com, JLukacs@hinshawlaw.com, odrucker@canpro.ca, James Thompson - 4PR1AA <james.f.thompson@gsa.gov>, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov>
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Subject: Re: Social Security Administration - One Park Place- Boca Raton

Good morning Mr. Smith,

I have received the attached letter. I will discuss these proposed options with GSA and SSA management and get back to you as soon as possible. Thank you and have a nice weekend.

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Carol F. Smith

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(b) (5)

On Nov 13, 2014 2:54 PM, "Kazi Rizvi - 4PR1AA" <kazi.rizvi@gsa.gov> wrote:

Hi John,

I will send out a calendar invite for tomorrow at 11 am to discuss this claim. Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

(b) (5)

(b) (5)

On Wed, Nov 12, 2014 at 11:30 AM, Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov> wrote:

Hi John,

Please see below, unfortunately it seems the Lessor is in the process of filing a claim. I will call you and discuss this further.
Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

----- Forwarded message -----

From: <rmanella@hinshawlaw.com>
Date: Wed, Nov 12, 2014 at 11:17 AM
Subject: Re: Social Security Administration - One Park Place- Boca Raton
To: Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov>
Cc: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>, JLukacs@hinshawlaw.com

Good Morning. We have been closely monitoring the crowds and the overcrowding and mayhem has not subsided. SSA visitors are averaging approximately 500 per day and on some days greater than 500 visitors. My client has suffered irreparable damage which is continuing. We are submitting a claim with the Lead Contracting Officer and a demand for Alternative Dispute Resolution under the Contract Disputes Act of 1978 and pursuant to the lease. The SSA has failed to remedy the breaches under the lease notwithstanding numerous written notices. No alternate SSA offices have been opened to alleviate the crowding. The situation is not tenable. We are demanding termination of the lease and will also be filing applicable procedures in Federal court to enjoin and stop the overcrowding and unreasonable use of the premises.

We appreciate your concern. We are hopeful that this matter can be amicably resolved and that the SSA will quickly find alternate accommodations which are more suitable to the excessive crowds.

Ross H. Manella
Attorney at Law
Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301
Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024
E-mail: rmanella@hinshawlaw.com
89d70224e44e3627_0.1

From: Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov>
To: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>,
Date: 11/12/2014 07:59 AM
Subject: Re: Social Security Administration - One Park Place- Boca Raton

Good morning Ross,

Any update on the below proposal? Based on my observations, the overcrowding issue has been resolved and with proper signage of the parking, there should not be any further problem. Please let me know your thoughts, thank you.

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
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Sunrise, FL 33351
Office - 954-233-9248

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Thank you for your response i will share with my client

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To: CSmith@hinshawlaw.com,

Cc: rmanella@hinshawlaw.com, JLukacs@hinshawlaw.com, odrucker@canpro.ca, James Thompson - 4PR1AA <james.f.thompson@gsa.gov>, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov>

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14 Attachments:

[SSA- Boca - Claim.pdf](#)

[SSA Boca Raton - Lease LFL62453 - LA 1.pdf](#)

[SSA Boca Raton - Lease LFL62453 - LA 2.pdf](#)

[SSA Boca Raton - Lease LFL62453.pdf](#)

Fwd: Canpro Investments LTD.

4 message(s)

Date: Wed Nov 12 2014 16:38:23 GMT-0700 (MST)

From: Kazi Rizvi - 4PR1AA

To: James Thompson - 4PR1AA

CC:

ID: 149a66602a69a5d9

FYI

Begin forwarded message:

From: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>

To: "Kazi.rizvi@gsa.gov" <Kazi.rizvi@gsa.gov>

Cc: "JLukacs@hinshawlaw.com" <JLukacs@hinshawlaw.com>

Subject: Canpro Investments LTD.

Sir, Attached is the submission of Claim and demand for mediation.

Ross H. Manella

Attorney at Law

Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301

Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024

E-mail: rmanella@hinshawlaw.com

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4 Attachments:

[~5823261.pdf](#)

[mime-attachment](#)

Re: Canpro Investments LTD.

4 message(s)

Date: Thu Nov 13 2014 06:56:01 GMT-0700 (MST)

From: James Thompson - 4PR1AA

To: Kazi Rizvi - 4PR1AA

CC:

Can you tel him to send us a version that is readable. I can't even open it up.

Jamie Thompson
Section Chief
Leasing Division
954-233-8381
7771 W. Oakland Park Blvd
Sunrise FL 33351

On Wed, Nov 12, 2014 at 6:38 PM, Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov> wrote:

FYI

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From: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>

To: "Kazi.rizvi@gsa.gov" <Kazi.rizvi@gsa.gov>

Cc: "JLukacs@hinshawlaw.com" <JLukacs@hinshawlaw.com>

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Re: Canpro Investments LTD.

4 message(s)

Date: Thu Nov 13 2014 07:05:03 GMT-0700 (MST)
From: Kazi Rizvi - 4PR1AA
To: James Thompson - 4PR1AA
CC:
ID: 149a9799dcd95071

That is weird, I had the same problem but when I downloaded, it was fixed. I attached it again for you, let me know. Thanks

Kazi S. Rizvi
Lease Contracting Officer

GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Nov 13, 2014 at 8:56 AM, James Thompson - 4PR1AA <james.f.thompson@gsa.gov> wrote:
Can you tel him to send us a version that is readable. I can't even open it up.

Jamie Thompson
Section Chief
Leasing Division
954-233-8381
7771 W. Oakland Park Blvd
Sunrise FL 33351

On Wed, Nov 12, 2014 at 6:38 PM, Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov> wrote:

FYI

Begin forwarded message:

From: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>
To: "Kazi.rizvi@gsa.gov" <Kazi.rizvi@gsa.gov>
Cc: "JLukacs@hinshawlaw.com" <JLukacs@hinshawlaw.com>
Subject: Canpro Investments LTD.
Sir, Attached is the submission of Claim and demand for mediation.

Ross H. Manella
Attorney at Law
Admitted in Florida and Québec, Canada
One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301
Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024
E-mail: rmanella@hinshawlaw.com
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(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

----- Forwarded message -----

From: **Kazi Rizvi - 4PR1AA** <kazi.rizvi@gsa.gov>
Date: Thu, Nov 13, 2014 at 9:05 AM
Subject: Re: Canpro Investments LTD.
To: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>

That is weird, I had the same problem but when I downloaded, it was fixed. I attached it again for you, let me know. Thanks

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Thu, Nov 13, 2014 at 8:56 AM, James Thompson - 4PR1AA <james.f.thompson@gsa.gov> wrote:
Can you tel him to send us a version that is readable. I can't even open it up.

Jamie Thompson
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Leasing Division
954-233-8381
7771 W. Oakland Park Blvd
Sunrise FL 33351

On Wed, Nov 12, 2014 at 6:38 PM, Kazi Rizvi - 4PR1AA <kazi.rizvi@gsa.gov> wrote:

FYI

Begin forwarded message:

From: "rmanella@hinshawlaw.com" <rmanella@hinshawlaw.com>
To: "Kazi.rizvi@gsa.gov" <Kazi.rizvi@gsa.gov>
Cc: "JLukacs@hinshawlaw.com" <JLukacs@hinshawlaw.com>
Subject: Canpro Investments LTD.
Sir, Attached is the submission of Claim and demand for mediation.

Ross H. Manella
Attorney at Law
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One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301
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4 Attachments:

[SSA- Boca - Claim.pdf](#)

SSA Boca Raton - site visit pictures

5 message(s)

Date: Tue Oct 21 2014 15:59:44 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: rmanella@hinshawlaw.com
CC: James Thompson - 4PR1AA
ID: 14934bbe17f8b772

Hi Ross,
Please see attached pictures from today's site visit. As I mentioned, I believe more and better signage will help the flow of vehicle traffic and reduce parking issue in the front of the building. Thank you

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

5 Attachments:

[IMG_0368.JPG](#)
[IMG_0369.JPG](#)
[IMG_0370.JPG](#)
[IMG_0371.JPG](#)
[IMG_0372.JPG](#)
[IMG_0373.JPG](#)
[IMG_0374.JPG](#)

Re: SSA Boca Raton - site visit pictures

5 message(s)

Date: Tue Oct 21 2014 16:01:31 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: rmanella@hinshawlaw.com
CC: James Thompson - 4PR1AA
ID: 14934bd33d616952

More pictures

Kazi S. Rizvi
Lease Contracting Officer

GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Tue, Oct 21, 2014 at 5:59 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

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Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

5 Attachments:

[IMG_0377.JPG](#)
[IMG_0378.JPG](#)
[IMG_0379.JPG](#)
[IMG_0382.JPG](#)
[IMG_0383.JPG](#)
[IMG_0384.JPG](#)
[IMG_0386.JPG](#)

Re: SSA Boca Raton - site visit pictures

5 message(s)

Date: Tue Oct 21 2014 16:21:15 GMT-0600 (MDT)
From: rmanella@hinshawlaw.com
To: Kazi Rizvi - 2P1PRN
CC: James Thompson - 4PR1AA
ID: 14934d53c60b13ef

Thank you

Ross H. Manella

Attorney at Law

Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301

Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024

E-mail: rmanella@hinshawlaw.com

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: rmanella@hinshawlaw.com,
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>
Date: 10/21/2014 06:06 PM
Subject: Re: SSA Boca Raton - site visit pictures

More pictures

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division

7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Tue, Oct 21, 2014 at 5:59 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

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5 Attachments:

[IMG_0377.JPG](#)
[IMG_0378.JPG](#)
[IMG_0379.JPG](#)
[IMG_0382.JPG](#)
[IMG_0383.JPG](#)
[IMG_0384.JPG](#)
[IMG_0386.JPG](#)

Re: SSA Boca Raton - site visit pictures

5 message(s)

Date: Wed Oct 22 2014 06:06:10 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: rmanella@hinshawlaw.com
CC: James Thompson - 4PR1AA
ID: 14937c2ee0d2c28f

Good morning Ross,

Yesterday I sent you two emails with pictures but I got a delivery error message for one therefore I am resending them in two zip files.
Thanks

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Tue, Oct 21, 2014 at 6:21 PM, <rmanella@hinshawlaw.com> wrote:

Thank you

Ross H. Manella

Attorney at Law

Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301

Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024

E-mail: rmanella@hinshawlaw.com

bedd35b6cb062320_0.0.1

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: rmanella@hinshawlaw.com,
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>
Date: 10/21/2014 06:06 PM
Subject: Re: SSA Boca Raton - site visit pictures

More pictures

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Tue, Oct 21, 2014 at 5:59 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

Hi Ross,

Please see attached pictures from today's site visit. As I mentioned, I believe more and better signage will help the flow of vehicle traffic and reduce parking issue in the front of the building. Thank you

Kazi S. Rizvi
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5 Attachments:

[SSA Boca - Oct 21 zip1.zip](#)

Re: SSA Boca Raton - site visit pictures

5 message(s)

Date: Wed Oct 22 2014 06:08:44 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: rmanella@hinshawlaw.com
CC: James Thompson - 4PR1AA
ID: 14937c5660585998

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Wed, Oct 22, 2014 at 8:06 AM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

Good morning Ross,

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Thanks

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Office - 954-233-9248

On Tue, Oct 21, 2014 at 6:21 PM, <rmanella@hinshawlaw.com> wrote:

Thank you

Ross H. Manella

Attorney at Law

Admitted in Florida and Québec, Canada

One East Broward Boulevard Suite 1010 Ft. Lauderdale, Florida, 33301

Tel: 954-375-1138 | Mobile: 954-253-1026 | Fax: 954-467-1024

E-mail: rmanella@hinshawlaw.com

bedd35b6cb062320_0.0.1

From: Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov>
To: rmanella@hinshawlaw.com,
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>
Date: 10/21/2014 06:06 PM

More pictures

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Tue, Oct 21, 2014 at 5:59 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

Hi Ross,

Please see attached pictures from today's site visit. As I mentioned, I believe more and better signage will help the flow of vehicle traffic and reduce parking issue in the front of the building. Thank you

Kazi S. Rizvi
Lease Contracting Officer
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Office - [954-233-9248](tel:954-233-9248)

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5 Attachments:

[SSA Boca Oct21 zip2.zip](#)

Fwd: Invitation: ROSS MANELLA TELEPHONE CONFERENCE (Oct 21 02:00 PM EDT)

1 message(s)

Date: Fri Oct 17 2014 12:47:16 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: James Thompson - 4PR1AA
CC:
ID: 1491f7011d098496

Jamie,

Here is the info for SSA Boca call for next Tuesday at 2 pm, if you are available you could join me. Thanks

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

----- Forwarded message -----

From: **Ross H. Manella** <rmanella@hinshawlaw.com>
Date: Fri, Oct 17, 2014 at 10:26 AM
Subject: Invitation: ROSS MANELLA TELEPHONE CONFERENCE (Oct 21 02:00 PM EDT)
To: "John C. Lukacs" <JLukacs@hinshawlaw.com>, Kazi.rizvi@gsa.gov, odrucker@canpro.ca
Cc: "Stacy A. Moya" <SMoya@hinshawlaw.com>

2d8 **Invitation: ROSS MANELLA TELEPHONE CONFERENCE**
714 **RE: EXCESSIVE PARKING ONE PARK PLACE (See below for Dial In instructions)**
c3b

dec6 10/2
720 1/20
_0.0 14 -
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Chair: **Ros
s H.
Man
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HC1
8**

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nell
a@h
insh
awla
w.co
m](mailto:rmanella@hinshawlaw.com)
By:

No Location Information

rmanella@hinshawlaw.com Ross H. Manella has invited Ross H. Manella to a meeting. You have not yet responded.

RequJohn C. Lukacs/HC14@HC, Kazi.rizvi@gsa.gov, odrucker@canpro.ca
red:

OptioStacy A. Moya/HC14@HC
nal:

Description

Dial In: (888) 546-0556

Participant Passcode: 146 531

Participant Features for Volume Control

Press *6 to mute/un-mute your line
Press *5 to increase your volume only
Press *4 to increase entire conference volume
Press *8 to decrease your volume only
Press *7 to decrease entire conference volume

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1 Attachments:

[noname.html](#)

[c102659.ics](#)

Fwd: SSA POC for South Palm Beach (Boca Raton) Office Meeting on Thursday, 10/16/14

3 message(s)

Date: Tue Oct 14 2014 13:48:14 GMT-0600 (MDT)

From: Tarali Vandervoort - 4PR1A

To: Jamie Thompson

CC: Kazi Rizvi - 2P1PRN

ID: 14910347f706155e

Jamie,

FYI....you were not included.

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)

U.S. General Services Administration

GSA-PBS Leasing Division

7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351

O: 954-233-8390 | C: (b) (6) | F: 954-356-7675

tarali.vandervoort@gsa.gov | www.gsa.gov

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----- Forwarded message -----

From: **Hall, Stacey** <Stacey.Hall@ssa.gov>

Date: Tue, Oct 14, 2014 at 3:20 PM

Subject: SSA POC for South Palm Beach (Boca Raton) Office Meeting on Thursday, 10/16/14

To: "tarali.vandervoort@gsa.gov" <tarali.vandervoort@gsa.gov>, "kazi.rizvi@gsa.gov" <kazi.rizvi@gsa.gov>

Cc: "Cason, Terri" <Terri.Cason@ssa.gov>, "Rodgers, Gloria" <Gloria.Rodgers@ssa.gov>, "Hall, Stacey" <Stacey.Hall@ssa.gov>

Tara and Kazi,

I will be the SSA POC for the meeting on Thursday, 10/16/14. I will arrive at the South Palm Beach (Boca Raton) office tomorrow around 2:00pm and will be there until 5:30pm. I will be onsite Thursday morning around 7:15am. You can reach me anytime at (678) 595-6774.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
SSA Atlanta Region
(404) 562-5720

Re: SSA POC for South Palm Beach (Boca Raton) Office Meeting on Thursday, 10/16/14

3 message(s)

Date: Tue Oct 14 2014 14:27:19 GMT-0600 (MDT)

From: Kazi Rizvi - 2P1PRN

To: "Hall, Stacey"

CC: "tarali.vandervoort@gsa.gov" , "Cason, Terri" , "Rodgers, Gloria" , James Thompson

ID: 14910580049018bb

On Oct 14, 2014, at 3:21 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

Tara and Kazi,

I will be the SSA POC for the meeting on Thursday, 10/16/14. I will arrive at the South Palm Beach (Boca Raton) office tomorrow around 2:00pm and will be there until 5:30pm. I will be onsite Thursday morning around 7:15am. You can reach me anytime at (678) 595-6774.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
SSA Atlanta Region
(404) 562-5720

Re: SSA POC for South Palm Beach (Boca Raton) Office Meeting on Thursday, 10/16/14

3 message(s)

Date: Tue Oct 14 2014 14:34:21 GMT-0600 (MDT)

From: Kazi Rizvi - 2P1PRN

To: "Hall, Stacey"

CC: "tarali.vandervoort@gsa.gov" , "Cason, Terri" , "Rodgers, Gloria" , James Thompson

ID: 149105e730c38164

Hi Stacy,

It was nice to speak to you earlier, now I have much better understanding about all the steps that SSA has taken thus far. I look forward to discuss other options with you on Thursday.

Please ignore my last email, I accidentally pressed the send button. Thank you and have a safe trip.

On Oct 14, 2014, at 4:27 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

On Oct 14, 2014, at 3:21 PM, "Hall, Stacey" <Stacey.Hall@ssa.gov> wrote:

Tara and Kazi,

I will be the SSA POC for the meeting on Thursday, 10/16/14. I will arrive at the South Palm Beach (Boca Raton) office tomorrow around 2:00pm and will be there until 5:30pm. I will be onsite Thursday morning around 7:15am. You can reach me anytime at (678) 595-6774.

Thanks,

Stacey Hall
Project Manager
Center for Materiel Resources
SSA Atlanta Region
(404) 562-5720

(b) (5)

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Wed, Oct 8, 2014 at 3:02 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Thank you Chris.

Kazi Rizvi will take the lead on this issue regarding the upcoming claim. Kazi is a new Leasing Specialist in our office. He joins us from Region 2 with vast Leasing experience. I have copied Kazi on this message. Please also continue to include Jamie and I when you send him the information from the PM side.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division

7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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On Wed, Oct 8, 2014 at 1:56 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Hi John,

I can take the lead from the GSA Property Management office side. From each letter that was sent to the Service Center I will comment to each complaint that the owner has addressed. You should have my take by the end of this week.

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

(b) (5)

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property

management team this morning (letter attached).

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

----- Forwarded message -----

From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>

Date: Tue, Oct 7, 2014 at 12:45 PM

Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office

To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>

Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, "FL FO South Palm Beach" <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

Note - our onsite security guards are very professional and do not address the tenants or visitors as indicated in this letter. We will remind our officer's to be discreet and only offer assistance to the visitors if asked.

I am sharing this letter with all of you for your review and necessary action. As previously noted, I will not respond to this letter from the lessor unless provided with the appropriate dictated language to do so.

Thank you.

Karen

From: Gonyer, Karen A
Sent: Thursday, October 02, 2014 11:37 AM
To: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose
Cc: Gonyer, Karen A; Jannuzzi, Pamela; FL FO South Palm Beach
Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to

reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

I am sharing with all of you for your review. I am also sending the other two notices received for easy reference. I will not take any action until directed to do so.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Tuesday, September 23, 2014 2:38 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Bello, Noel; Mackey, Dwayne; Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Offer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Offer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

- * OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.
- * OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.
- * Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

- * The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.
- * Per OD, count has been between 500 - 600 people per day. ****NOTE**** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants ****** Count is very subjective - staff may be counted 2 to 4 times a day.
- * OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.
- * OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:
 1. "Cannot believe the volume (mass) of people coming to the SSA office?"
 2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
 3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.

* OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. **NOTE** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs.

* OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.)

Discussion/Solutions

* KG acknowledged the steps that the Agency has taken with crowd control:

1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m.
3. The PSO's are limiting the elevator capacity each trip from the 1st floor to the 4th floor. In addition, during our busy waiting times, we utilize only 1 elevator to escort our clients to the 4th floor. Lastly, many of our employees use the stairs to travel between the 1st and 4th floor - "Commit to Be Fit"!
4. Effective 09/17/2014, one of the PSO's is stationed in the first floor lobby of the building at all times. By doing so, we are able to guide members of the public entering the building to use the correct bank of elevators, limit the elevator use to one, assist with the capacity issue for the elevators, and guide the public to our office suite on the 4th floor.
5. The property manager - SL - has now placed stanchions dividing the 1st floor lobby area to differentiate between the two banks of elevators - thus eliminating the use of the GEO group bank of elevators. (This is a set of elevators that only travel to the 5th - 7th floor of the building to accommodate the GEO staff of approximately 300 employees.)
6. Each morning, an SSA staff member from the SPB and WPB team greet the public in the morning (between 8:00 a.m. - 8:30 a.m.) to answer general questions and screen visitors waiting to ensure they have the appropriate documentation/information to conduct SSA business.

Additional Accommodation

* OD and SL suggested placing stanchions outside in the front courtyard to stage the SSA visitors in the morning and during busy times of month to assist with the crowd control. This was agreed upon by both SSA and GSA. The stanchions are an expense of the building owner and have been ordered.

* The meeting ended with all parties agreeing to continue to brainstorm ideas to assist with the crowd control with the temporary closure of the WPB office.

On 09/19/2014, the property manager issued the attached letter to both SSA and GSA - see attached. **As an aside, the employee that was hired to physically count the number of visitors coming to the office has not been on duty since 09/20/2014!**

As other concerns surface, I will share with the both of you.

Thanks.

Karen

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Sent: Thursday, September 11, 2014 1:22 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; JFL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

From: Sara Lowe [mailto:slowe@canpro-opp.com]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofar Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

----- Forwarded message -----

From: **Cason, Terri** <Terri.Cason@ssa.gov>

Date: Fri, Oct 10, 2014 at 12:36 PM

Subject: FW: Reply: South Palm Beach SSA Office - Control Visitors at the SPB SSA Office

To: "Dawn Norman (4PR1)" (dawn.norman@gsa.gov)" <dawn.norman@gsa.gov>

Cc: "Hobbs, Janet RO Atlanta" <Janet.Hobbs@ssa.gov>

Dawn – we are uncomfortable with GSA communicating directly with our local manager on damages and other concerns regarding the number of visitors to this office. Our manager is not in a position to answer these type questions. We request that GSA funnel these communications and questions to Janet Hobbs and Terri Cason and not the local South Florida manager. Thank you for your assistance with this matter. We will be glad to discuss this issue in our weekly meetings.

Terri for Janet

(b) (5)

On Wed, Oct 8, 2014 at 3:02 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:

Thank you Chris.

Kazi Rizvi will take the lead on this issue regarding the upcoming claim. Kazi is a new Leasing Specialist in our office. He joins us from Region 2 with vast Leasing experience. I have copied Kazi on this message. Please also continue to include Jamie and I when you send him the information from the PM side.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)

U.S. General Services Administration

GSA-PBS Leasing Division

7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351

O: 954-233-8390 | C: (b) (6) | F: 954-356-7675

tarali.vandervoort@gsa.gov | www.gsa.gov

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disclose, copy or disseminate this information or any part of it. If you are not the intended recipient of this electronic or email message, please contact the sender immediately by reply email and delete and destroy all copies of the original message, including attachments, from your system.

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Hi John,

I can take the lead from the GSA Property Management office side. From each letter that was sent to the Service Center I will comment to each complaint that the owner has addressed. You should have my take by the end of this week.

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

Chris Singian
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From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>

Date: Tue, Oct 7, 2014 at 12:45 PM

Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office

To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>

Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

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Thank you.

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Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

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Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

- * OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.
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As other concerns surface, I will share with the both of you.

Thanks.

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Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

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Thanks.

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To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofer Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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On Fri, Oct 10, 2014 at 12:39 PM, Dawn Norman - 4PR <dawn.norman@gsa.gov> wrote:

Hi Kazi / Tara

Please see info from Terri Cason, SSA Regional Office. They want us to communicate with Terri and Janet, not the local manager about any issues relative to the crowd control in Boca.

thanks

Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration

77 Forsyth Street | Atlanta, GA 30303

O: 404-331-1820 | C: (b) (6)

Dawn.Norman@gsa.gov

----- Forwarded message -----

From: **Cason, Terri** <Terri.Cason@ssa.gov>

Date: Fri, Oct 10, 2014 at 12:36 PM

Subject: FW: Reply: South Palm Beach SSA Office - Control Visitors at the SPB SSA Office

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Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
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7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
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Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office

To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>

Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, "FL FO South Palm Beach" <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

Note - our onsite security guards are very professional and do not address the tenants or visitors as indicated in this letter. We will remind our officer's to be discreet and only offer assistance to the visitors if asked.

I am sharing this letter with all of you for your review and necessary action. As previously noted, I will not respond to this letter from the lessor unless provided with the appropriate dictated language to do so.

Thank you.

Karen

From: Gonyer, Karen A
Sent: Thursday, October 02, 2014 11:37 AM

To: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose
Cc: Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

I am sharing with all of you for your review. I am also sending the other two notices received for easy reference. I will not take any action until directed to do so.

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From: Gonyer, Karen A
Sent: Tuesday, September 23, 2014 2:38 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Beavers, Tim; Bello, Noel; Mackey, Dwayne; Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

* OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.

* OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.

* Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

- * The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.
- * Per OD, count has been between 500 - 600 people per day. ****NOTE**** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants ****** Count is very subjective - staff may be counted 2 to 4 times a day.
- * OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.
- * OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:
 1. "Cannot believe the volume (mass) of people coming to the SSA office?"
 2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
 3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.
- * OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. ****NOTE**** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs.
- * OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.)

Discussion/Solutions

- * KG acknowledged the steps that the Agency has taken with crowd control:
 1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
 2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m.
 3. The PSO's are limiting the elevator capacity each trip from the 1st floor to the 4th floor. In addition, during our busy waiting times, we utilize only 1 elevator to escort our clients to the 4th floor. Lastly, many of our employees use the stairs to travel between the 1st and 4th floor - "Commit to Be Fit"!
 4. Effective 09/17/2014, one of the PSO's is stationed in the first floor lobby of the building at all times. By doing so, we are able to guide members of the public entering the building to use the correct bank of elevators, limit the elevator use to one, assist with the capacity issue for the elevators, and guide the public to our office suite on the 4th floor.
 5. The property manager - SL - has now placed stanchions dividing the 1st floor lobby area to differentiate between the two banks of elevators - thus eliminating the use of the GEO group bank of elevators. (This is a set of elevators that only travel to the 5th - 7th floor of the building to accommodate the GEO staff of approximately 300 employees.)
 6. Each morning, an SSA staff member from the SPB and WPB team greet the public in the morning (between 8:00 a.m. - 8:30 a.m.) to answer general questions and screen visitors waiting to ensure they have the appropriate documentation/information to conduct SSA business.

Additional Accommodation

- * OD and SL suggested placing stanchions outside in the front courtyard to stage the SSA visitors in the morning and during busy times of month to assist with the crowd control. This was agreed upon by both SSA and GSA. The stanchions are an expense of the building owner and have been ordered.

* The meeting ended with all parties agreeing to continue to brainstorm ideas to assist with the crowd control with the temporary closure of the WPB office.

On 09/19/2014, the property manager issued the attached letter to both SSA and GSA - see attached. **As an aside, the employee that was hired to physically count the number of visitors coming to the office has not been on duty since 09/20/2014!**

As other concerns surface, I will share with the both of you.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Thursday, September 11, 2014 1:22 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; JFL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

From: Sara Lowe [<mailto:slowe@canpro-opp.com>]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofer Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<<mailto:slowe@canpro-opp.com>>

(b) (5)

(b) (5)

----- Forwarded message -----

From: **Cason, Terri** <Terri.Cason@ssa.gov>

Date: Fri, Oct 10, 2014 at 12:36 PM

Subject: FW: Reply: South Palm Beach SSA Office - Control Visitors at the SPB SSA Office

To: "Dawn Norman (4PR1)" (dawn.norman@gsa.gov)" <dawn.norman@gsa.gov>

Cc: "Hobbs, Janet RO Atlanta" <Janet.Hobbs@ssa.gov>

Dawn – we are uncomfortable with GSA communicating directly with our local manager on damages and other concerns regarding the number of visitors to this office. Our manager is not in a position to answer these type questions. We request that GSA funnel these communications and questions to Janet Hobbs and Terri Cason and not the local South Florida manager. Thank you for your assistance with this matter. We will be glad to discuss this issue in our weekly meetings.

Terri for Janet

(b) (5)

(b) (5)

On Wed, Oct 8, 2014 at 3:02 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Thank you Chris.

Kazi Rizvi will take the lead on this issue regarding the upcoming claim. Kazi is a new Leasing Specialist in our office. He joins us from Region 2 with vast Leasing experience. I have copied Kazi on this message. Please also continue to include Jamie and I when you send him the information from the PM side.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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On Wed, Oct 8, 2014 at 1:56 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Hi John,

I can take the lead from the GSA Property Management office side. From each letter that was sent to the Service Center I will comment to each complaint that the owner has addressed. You should have my take by the end of this week.

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

(b) (5)

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

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Building Management Specialist
51 SW First Ave, Suite 423
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Main: 305-536-5751
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christopher.singian@gsa.gov

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From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>
Date: Tue, Oct 7, 2014 at 12:45 PM
Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office
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Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<<mailto:slowe@canpro-opp.com>>

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

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Thank you.

Karen

From: Gonyer, Karen A
Sent: Thursday, October 02, 2014 11:37 AM
To: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose
Cc: Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

I am sharing with all of you for your review. I am also sending the other two notices received for easy reference. I will not take any action until directed to do so.

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Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately

10:15 a.m. The building property management team is fully aware of the WPB office closure.

* OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.

* OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.

* Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

* The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.

* Per OD, count has been between 500 - 600 people per day. ****NOTE**** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants ****** Count is very subjective - staff may be counted 2 to 4 times a day.

* OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.

* OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:

1. "Cannot believe the volume (mass) of people coming to the SSA office?"
2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.

* OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. ****NOTE**** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs.

* OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.)

Discussion/Solutions

* KG acknowledged the steps that the Agency has taken with crowd control:

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2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m.
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elevators - thus eliminating the use of the GEO group bank of elevators. (This is a set of elevators that only travel to the 5th - 7th floor of the building to accommodate the GEO staff of approximately 300 employees.)

6. Each morning, an SSA staff member from the SPB and WPB team greet the public in the morning (between 8:00 a.m. - 8:30 a.m.) to answer general questions and screen visitors waiting to ensure they have the appropriate documentation/information to conduct SSA business.

Additional Accommodation

* OD and SL suggested placing stanchions outside in the front courtyard to stage the SSA visitors in the morning and during busy times of month to assist with the crowd control. This was agreed upon by both SSA and GSA. The stanchions are an expense of the building owner and have been ordered.

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On 09/19/2014, the property manager issued the attached letter to both SSA and GSA - see attached. **As an aside, the employee that was hired to physically count the number of visitors coming to the office has not been on duty since 09/20/2014!**

As other concerns surface, I will share with the both of you.

Thanks.

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Sent: Thursday, September 11, 2014 1:22 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; JFL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

From: Sara Lowe [<mailto:slowe@canpro-opp.com>]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofer Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, FL 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<<mailto:slowe@canpro-opp.com>>

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Fri, Oct 10, 2014 at 1:21 PM, Kazi Rizvi - 2P1PRN <kazi.rizvi@gsa.gov> wrote:

Hi Dawn,

I apologize, I did not intend to break protocols. I was speaking with Chris Singian and we wanted to know more about the use of vacant space that was being used for overflow and then set up the site visit.

Regarding discussion of any damages, if you don't have any objection, I would like to have a separate meeting between GSA and the Lessor then a separate meeting between GSA and SSA. That way we would be in control of the problem.

I plan to reach out to Terri and Janet and ask them to join us in our walk through of the building only. Please let me know your thoughts. Thank you

On Oct 10, 2014, at 12:39 PM, Dawn Norman - 4PR <dawn.norman@gsa.gov> wrote:

Hi Kazi / Tara

Please see info from Terri Cason, SSA Regional Office. They want us to communicate with Terri and Janet, not the local manager about any issues relative to the crowd control in Boca.

thanks

Dawn Norman | Director
Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration
77 Forsyth Street | Atlanta, GA 30303
O: 404-331-1820 | C: (b) (6)
Dawn.Norman@gsa.gov

----- Forwarded message -----

From: **Cason, Terri** <Terri.Cason@ssa.gov>
Date: Fri, Oct 10, 2014 at 12:36 PM
Subject: FW: Reply: South Palm Beach SSA Office - Control Visitors at the SPB SSA Office
To: "Dawn Norman (4PR1)" <dawn.norman@gsa.gov> <dawn.norman@gsa.gov>
Cc: "Hobbs, Janet RO Atlanta" <Janet.Hobbs@ssa.gov>

Dawn – we are uncomfortable with GSA communicating directly with our local manager on damages and other concerns regarding the number of visitors to this office. Our manager is not in a position to answer these type questions. We request that GSA funnel these communications and questions to Janet Hobbs and Terri Cason and not the local South Florida manager. Thank you for your assistance with this matter. We will be glad to discuss this issue in our weekly meetings.

Terri for Janet

(b) (5)

[REDACTED]

On Wed, Oct 8, 2014 at 3:02 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Thank you Chris.

Kazi Rizvi will take the lead on this issue regarding the upcoming claim. Kazi is a new Leasing Specialist in our office. He joins us from Region 2 with vast Leasing experience. I have copied Kazi on this message. Please also continue to include Jamie and I when you send him the information from the PM side.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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On Wed, Oct 8, 2014 at 1:56 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Hi John,

I can take the lead from the GSA Property Management office side. From each letter that was sent to the Service Center I will comment to each complaint that the owner has addressed. You should have my take by the end of this week.

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

(b) (5)

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

Chris Singian

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Building Management Specialist
51 SW First Ave, Suite 423
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christopher.singian@gsa.gov

----- Forwarded message -----

From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>

Date: Tue, Oct 7, 2014 at 12:45 PM

Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office

To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>

Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>

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Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office

Importance: High

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Importance: High

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Property/Leasing
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621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
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slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

(b) (5)

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[REDACTED]

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Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
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John C. Ringhausen
Senior Assistant Regional Counsel
Office of Regional Counsel (4L)
U.S. General Services Administration
77 Forsyth Street, SW, Suite 600
Atlanta, Georgia 30303
(404) 331-0917 direct
(404) 331-1231 fax
(b) (6) cell

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From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>
Date: Tue, Oct 7, 2014 at 12:45 PM
Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office
To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>
Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

Note - our onsite security guards are very professional and do not address the tenants or visitors as indicated in this letter. We will remind our officer's to be discreet and only offer assistance to the visitors if asked.

I am sharing this letter with all of you for your review and necessary action. As previously noted, I will not respond to this letter from the lessor unless provided with the appropriate dictated language to do so.

Thank you.

Karen

From: Gonyer, Karen A
Sent: Thursday, October 02, 2014 11:37 AM
To: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose
Cc: Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

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Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

- * OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.
- * OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.
- * Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

- * The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.
- * Per OD, count has been between 500 - 600 people per day. **NOTE** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants** Count is very subjective - staff may be counted 2 to 4 times a day.
- * OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.
- * OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:
 1. "Cannot believe the volume (mass) of people coming to the SSA office?"
 2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
 3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.
- * OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. **NOTE** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs.
- * OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.)

Discussion/Solutions

- * KG acknowledged the steps that the Agency has taken with crowd control:
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Additional Accommodation

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As other concerns surface, I will share with the both of you.

Thanks.

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To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; JFL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

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From: Sara Lowe [<mailto:slowe@canpro-opp.com>]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofer Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<<mailto:slowe@canpro-opp.com>>

(b) (5)

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[REDACTED]

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For the site visit GSA is planning on Thursday could you give us an agenda and let us know what questions or information you want SSA to provide/answer? Once we know what information you need we will be able to determine the appropriate person in SSA to work with you during this visit.

Thanks, Terri

(b) (5)

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On Wed, Oct 8, 2014 at 3:02 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Thank you Chris.

Kazi Rizvi will take the lead on this issue regarding the upcoming claim. Kazi is a new Leasing Specialist in our office. He joins us from Region 2 with vast Leasing experience. I have copied Kazi on this message. Please also continue to include Jamie and I when you send

him the information from the PM side.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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Hi John,

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Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

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Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

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Importance: High

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Thank you,

Sara Cloutier Lowe

Manager

Property/Leasing

Canpro Investments Ltd.

621 NW 53rd Street, Suite 100

Boca Raton, Fl. 33487

(561) 997-9335 office

(561) 997-5429 fax

slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

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----- Forwarded message -----

From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>
Date: Tue, Oct 7, 2014 at 12:45 PM
Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office
To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>
Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

Note - our onsite security guards are very professional and do not address the tenants or visitors as indicated in this letter. We will remind our officer's to be discreet and only offer assistance to the visitors if asked.

I am sharing this letter with all of you for your review and necessary action. As previously noted, I will not respond to this letter from the lessor unless provided with the appropriate dictated language to do so.

Thank you.

Karen

From: Gonyer, Karen A
Sent: Thursday, October 02, 2014 11:37 AM
To: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose
Cc: Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is

represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

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Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

- * OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.
- * OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.
- * Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

- * The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.
- * Per OD, count has been between 500 - 600 people per day.**NOTE** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants** Count is very subjective - staff may be counted 2 to 4 times a day.
- * OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.

* OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:

1. "Cannot believe the volume (mass) of people coming to the SSA office?"
2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.

* OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. **NOTE** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs.

* OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.)

Discussion/Solutions

* KG acknowledged the steps that the Agency has taken with crowd control:

1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m.
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Additional Accommodation

* OD and SL suggested placing stanchions outside in the front courtyard to stage the SSA visitors in the morning and during busy times of month to assist with the crowd control. This was agreed upon by both SSA and GSA. The stanchions are an expense of the building owner and have been ordered.

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As other concerns surface, I will share with the both of you.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Thursday, September 11, 2014 1:22 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; JFL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

From: Sara Lowe [<mailto:slowe@canpro-opp.com>]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofel Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<<mailto:slowe@canpro-opp.com>>

(b) (5)

(b) (5)

On Fri, Oct 10, 2014 at 3:51 PM, Cason, Terri <Terri.Cason@ssa.gov> wrote:

We are taking actions to address crowd overflow in this location. Did you want to schedule a call for Tuesday or wait until Wed? Thanks, Terri

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For the site visit GSA is planning on Thursday could you give us an agenda and let us know what questions or information you want SSA to provide/answer? Once we know what information you need we will be able to determine the appropriate person in SSA to work with you during this visit.

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Terri for Janet

(b) (5)

[REDACTED]

(b) (5)

On Wed, Oct 8, 2014 at 3:02 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Thank you Chris.

Kazi Rizvi will take the lead on this issue regarding the upcoming claim. Kazi is a new Leasing Specialist in our office. He joins us from Region 2 with vast Leasing experience. I have copied Kazi on this message. Please also continue to include Jamie and I when you send him the information from the PM side.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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On Wed, Oct 8, 2014 at 1:56 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Hi John,

I can take the lead from the GSA Property Management office side. From each letter that was sent to the Service Center I will comment to each complaint that the owner has addressed. You should have my take by the end of this week.

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

(b) (5)

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

Chris Singian
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Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, FL 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<<mailto:slowe@canpro-opp.com>>

(b) (5)

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7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
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christopher.singian@gsa.gov

(b) (5)

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist

51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

----- Forwarded message -----

From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>

Date: Tue, Oct 7, 2014 at 12:45 PM

Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office

To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>
Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

Note - our onsite security guards are very professional and do not address the tenants or visitors as indicated in this letter. We will remind our officer's to be discreet and only offer assistance to the visitors if asked.

I am sharing this letter with all of you for your review and necessary action. As previously noted, I will not respond to this letter from the lessor unless provided with the appropriate dictated language to do so.

Thank you.

Karen

From: Gonyer, Karen A

Sent: Thursday, October 02, 2014 11:37 AM

To: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose

Cc: Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach

Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office

Importance: High

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

I am sharing with all of you for your review. I am also sending the other two notices received for easy reference. I will not take any action

until directed to do so.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Tuesday, September 23, 2014 2:38 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Bello, Noel; Mackey, Dwayne; Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

- * OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.
- * OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.
- * Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

- * The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.
- * Per OD, count has been between 500 - 600 people per day.**NOTE** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants** Count is very subjective - staff may be counted 2 to 4 times a day.
- * OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.
- * OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:
 1. "Cannot believe the volume (mass) of people coming to the SSA office?"
 2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
 3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.
- * OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. **NOTE** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting

the public to visit our office. We also informed them of the various language barriers encountered and representational needs.

* OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.)

Discussion/Solutions

* KG acknowledged the steps that the Agency has taken with crowd control:

1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m.
3. The PSO's are limiting the elevator capacity each trip from the 1st floor to the 4th floor. In addition, during our busy waiting times, we utilize only 1 elevator to escort our clients to the 4th floor. Lastly, many of our employees use the stairs to travel between the 1st and 4th floor - "Commit to Be Fit"!
4. Effective 09/17/2014, one of the PSO's is stationed in the first floor lobby of the building at all times. By doing so, we are able to guide members of the public entering the building to use the correct bank of elevators, limit the elevator use to one, assist with the capacity issue for the elevators, and guide the public to our office suite on the 4th floor.
5. The property manager - SL - has now placed stanchions dividing the 1st floor lobby area to differentiate between the two banks of elevators - thus eliminating the use of the GEO group bank of elevators. (This is a set of elevators that only travel to the 5th - 7th floor of the building to accommodate the GEO staff of approximately 300 employees.)
6. Each morning, an SSA staff member from the SPB and WPB team greet the public in the morning (between 8:00 a.m. - 8:30 a.m.) to answer general questions and screen visitors waiting to ensure they have the appropriate documentation/information to conduct SSA business.

Additional Accommodation

* OD and SL suggested placing stanchions outside in the front courtyard to stage the SSA visitors in the morning and during busy times of month to assist with the crowd control. This was agreed upon by both SSA and GSA. The stanchions are an expense of the building owner and have been ordered.

* The meeting ended with all parties agreeing to continue to brainstorm ideas to assist with the crowd control with the temporary closure of the WPB office.

On 09/19/2014, the property manager issued the attached letter to both SSA and GSA - see attached. **As an aside, the employee that was hired to physically count the number of visitors coming to the office has not been on duty since 09/20/2014!**

As other concerns surface, I will share with the both of you.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Thursday, September 11, 2014 1:22 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; JFL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

From: Sara Lowe [mailto:slowe@canpro-opp.com]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofar Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

Re: FW: Reply: South Palm Beach SSA Office - Control Visitors at the SPB SSA Office

12 message(s)

Date: Tue Oct 14 2014 05:33:30 GMT-0600 (MDT)
From: Kazi Rizvi - 2P1PRN
To: James Thompson - 4PR1AA
CC:
ID: 1490e6fe01d987e6

Good morning Jamie,
Since yesterday was a holiday, today will be my AWS. Also, if we have a SSA Boca call, I will make myself available, just keep me in the invite. Thanks and see you tomorrow.

Kazi S. Rizvi
Lease Contracting Officer
GSA/PBS/Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351
Office - 954-233-9248

On Fri, Oct 10, 2014 at 4:06 PM, Cason, Terri <Terri.Cason@ssa.gov> wrote:

Thanks. That will give us time to decide if we need to have an Atlanta person come down. I alerted our OGC to the possibility of needing them for a call Tuesday. Terri

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Fri, Oct 10, 2014 at 3:51 PM, Cason, Terri <Terri.Cason@ssa.gov> wrote:

We are taking actions to address crowd overflow in this location. Did you want to schedule a call for Tuesday or wait until Wed? Thanks, Terri

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(b) (5)

On Fri, Oct 10, 2014 at 1:36 PM, Cason, Terri <Terri.Cason@ssa.gov> wrote:

Dawn – Anytime Tuesday will work for a call, however Janet will not return to the office until Wed. If we have the call Tuesday she may not be able to participate. Could you let me know if John Ringhausen will participate? If he will participate we'd need to ask our OGC to participate as well.

For the site visit GSA is planning on Thursday could you give us an agenda and let us know what questions or information you want SSA to provide/answer? Once we know what information you need we will be able to determine the appropriate person in SSA to work with you during this visit.

Thanks, Terri

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Fri, Oct 10, 2014 at 12:36 PM, Cason, Terri <Terri.Cason@ssa.gov> wrote:

Dawn – we are uncomfortable with GSA communicating directly with our local manager on damages and other concerns regarding the number of visitors to this office. Our manager is not in a position to answer these type questions. We request that GSA funnel these communications and questions to Janet Hobbs and Terri Cason and not the local South Florida manager. Thank you for your assistance with this matter. We will be glad to discuss this issue in our weekly meetings.

Terri for Janet

(b) (5)

[REDACTED]

On Wed, Oct 8, 2014 at 3:02 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Thank you Chris.

Kazi Rizvi will take the lead on this issue regarding the upcoming claim. Kazi is a new Leasing Specialist in our office. He joins us from Region 2 with vast Leasing experience. I have copied Kazi on this message. Please also continue to include Jamie and I when you send him the information from the PM side.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

-- STATEMENT OF CONFIDENTIALITY --

This electronic or email message, including all the attachments, is for the sole use of the intended recipient(s) and may contain confidential or privileged information. Unauthorized use or disclosure of this electronic or email message is prohibited. If you are not the intended recipient of this electronic or email message, you may not use, disclose, copy or disseminate this information or any part of it. If you are not the intended recipient of this electronic or email message, please contact the sender immediately by reply email and delete and destroy all copies of the original message, including attachments, from your system.

On Wed, Oct 8, 2014 at 1:56 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Hi John,

I can take the lead from the GSA Property Management office side. From each letter that was sent to the Service Center I will comment to each complaint that the owner has addressed. You should have my take by the end of this week.

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751

Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

(b) (5)

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

----- Forwarded message -----

From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>

Date: Tue, Oct 7, 2014 at 12:45 PM

Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office

To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>

Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, "FL FO South Palm Beach" <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

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Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

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Hinshaw and Culbertson, LLP
Suite 1010
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Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
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Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

- * OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.
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Problems/Issues

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Discussion/Solutions

- * KG acknowledged the steps that the Agency has taken with crowd control:
 1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
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Additional Accommodation

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Thanks.

Karen

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Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients

Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

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Sent: Tuesday, September 09, 2014 3:55 PM

To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A

Cc: 'Ofer Drucker'

Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

(b) (5)

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

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Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office

To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>

Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

Note - our onsite security guards are very professional and do not address the tenants or visitors as indicated in this letter. We will remind our officer's to be discreet and only offer assistance to the visitors if asked.

I am sharing this letter with all of you for your review and necessary action. As previously noted, I will not respond to this letter from the lessor unless provided with the appropriate dictated language to do so.

Thank you.

Karen

From: Gonyer, Karen A
Sent: Thursday, October 02, 2014 11:37 AM
To: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose
Cc: Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

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See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

I am sharing with all of you for your review. I am also sending the other two notices received for easy reference. I will not take any action until directed to do so.

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Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Offer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Offer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

* OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.

* OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.

* Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

* The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.

* Per OD, count has been between 500 - 600 people per day.**NOTE** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants** Count is very subjective - staff may be counted 2 to 4 times a day.

* OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.

* OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:

1. "Cannot believe the volume (mass) of people coming to the SSA office?"
2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.

* OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. **NOTE** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs.

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Discussion/Solutions

* KG acknowledged the steps that the Agency has taken with crowd control:

1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m.
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4. Effective 09/17/2014, one of the PSO's is stationed in the first floor lobby of the building at all times. By doing so, we are able to guide members of the public entering the building to use the correct bank of elevators, limit the elevator use to one, assist with the capacity issue for the elevators, and guide the public to our office suite on the 4th floor.
5. The property manager - SL - has now placed stanchions dividing the 1st floor lobby area to differentiate between the two banks of elevators - thus eliminating the use of the GEO group bank of elevators. (This is a set of elevators that only travel to the 5th - 7th floor of the building to accommodate the GEO staff of approximately 300 employees.)
6. Each morning, an SSA staff member from the SPB and WPB team greet the public in the morning (between 8:00 a.m. - 8:30 a.m.) to answer general questions and screen visitors waiting to ensure they have the appropriate documentation/information to conduct SSA business.

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As other concerns surface, I will share with the both of you.

Thanks.

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Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; JFL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

From: Sara Lowe [<mailto:slowe@canpro-opp.com>]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofer Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<<mailto:slowe@canpro-opp.com>>

10 Attachments:

[FO C26 - Property Management Letter Dated 100714.pdf](#)
[FO C26 - Attorney Letter - Canpro Property Management Dated 10012014.pdf](#)
[FO C26 - Property Management Letter Dated 09192014.pdf](#)

(b) (5)

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

----- Forwarded message -----

From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>
Date: Tue, Oct 7, 2014 at 12:45 PM
Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office
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Importance: High

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Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

Fwd: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office

10 message(s)

Date: Wed Oct 08 2014 09:49:51 GMT-0600 (MDT)
From: Tarali Vandervoort - 4PR1A
To: Jamie Thompson
CC:
ID: 148f074181c81609

Jamie,

We don't need Property Management taking the lead on this especially since it will become a claim. Leasing needs to be the lead. I suggest we assign this to Kazi as the Leasing Lead. We will still need Property Management's support as part of the team to verify some of the on site claims. I plan to respond to this message to that affect.

Lets discuss this this afternoon and get Kazi up to date on the issues.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

-- STATEMENT OF CONFIDENTIALITY --

This electronic or email message, including all the attachments, is for the sole use of the intended recipient(s) and may contain confidential or privileged information. Unauthorized use or disclosure of this electronic or email message is prohibited. If you are not the intended recipient of this electronic or email message, you may not use, disclose, copy or disseminate this information or any part of it. If you are not the intended recipient of this electronic or email message, please contact the sender immediately by reply email and delete and destroy all copies of the original message, including attachments, from your system.

(b) (5)



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As other concerns surface, I will share with the both of you.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Thursday, September 11, 2014 1:22 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; [FL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

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From: Sara Lowe [<mailto:slowe@canpro-opp.com>]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofer Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

(b) (5)

[REDACTED]

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[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

(b) (5)

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

----- Forwarded message -----

From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>
Date: Tue, Oct 7, 2014 at 12:45 PM
Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office
To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>
Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

Note - our onsite security guards are very professional and do not address the tenants or visitors as indicated in this letter. We will remind our officer's to be discreet and only offer assistance to the visitors if asked.

I am sharing this letter with all of you for your review and necessary action. As previously noted, I will not respond to this letter from the lessor unless provided with the appropriate dictated language to do so.

Thank you.

Karen

From: Gonyer, Karen A
Sent: Thursday, October 02, 2014 11:37 AM
To: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose
Cc: Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

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Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Offer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Offer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

* OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.

* OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.

* Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

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Discussion/Solutions

- * KG acknowledged the steps that the Agency has taken with crowd control:
 1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
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Thanks.

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Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

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Manager
Property/Leasing
Canpro Investments Ltd.
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Boca Raton, Fl. 33487
(561) 997-9335 office
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slowe@canpro-opp.com<<mailto:slowe@canpro-opp.com>>

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[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Office of Regional Counsel (4L)
U.S. General Services Administration
77 Forsyth Street, SW, Suite 600
Atlanta, Georgia 30303
(404) 331-0917 direct
(404) 331-1231 fax
[REDACTED] (b) (6) cell

CONFIDENTIALITY NOTICE: This email and any attachments may contain confidential information belonging to the sender which is legally privileged. Please do not forward this message without permission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this transmission is strictly prohibited. If you have received this email in error, please notify us immediately by telephone or return and delete and destroy the original email message and attachments.

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Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: [REDACTED] (b) (6)
christopher.singian@gsa.gov

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Suite 1010

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Manager
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Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

Re: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office

Date: Wed Oct 08 2014 12:55:05 GMT-0600 (MDT)
From: James Thompson - 4PR1AA
To: Tarali Vandervoort - 4PR1A
CC:
ID: 148f11d5ac4f60e0

Yes, that would be great.

Jamie Thompson
Section Chief
Leasing Division
954-233-8381
7771 W. Oakland Park Blvd
Sunrise FL 33351

On Wed, Oct 8, 2014 at 11:49 AM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Jamie,

We don't need Property Management taking the lead on this especially since it will become a claim. Leasing needs to be the lead. I suggest we assign this to Kazi as the Leasing Lead. We will still need Property Management's support as part of the team to verify some of the on site claims. I plan to respond to this message to that affect.

Lets discuss this this afternoon and get Kazi up to date on the issues.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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(b) (5)



On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
christopher.singian@gsa.gov

----- Forwarded message -----

From: **Gonyer, Karen A** <Karen.A.Gonyer@ssa.gov>
Date: Tue, Oct 7, 2014 at 12:45 PM
Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office
To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>
Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

Note - our onsite security guards are very professional and do not address the tenants or visitors as indicated in this letter. We will remind our officer's to be discreet and only offer assistance to the visitors if asked.

I am sharing this letter with all of you for your review and necessary action. As previously noted, I will not respond to this letter from the lessor unless provided with the appropriate dictated language to do so.

Thank you.

Karen

From: Gonyer, Karen A
Sent: Thursday, October 02, 2014 11:37 AM
To: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose
Cc: Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

I am sharing with all of you for your review. I am also sending the other two notices received for easy reference. I will not take any action until directed to do so.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Tuesday, September 23, 2014 2:38 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Beavers, Tim; Bello, Noel; Mackey, Dwayne; Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

- * OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.
- * OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.
- * Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

- * The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.
- * Per OD, count has been between 500 - 600 people per day. ****NOTE**** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants ****** Count is very subjective - staff may be counted 2 to 4 times a day.
- * OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.
- * OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:
 1. "Cannot believe the volume (mass) of people coming to the SSA office?"
 2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
 3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.
- * OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. ****NOTE**** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs.
- * OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.)

Discussion/Solutions

- * KG acknowledged the steps that the Agency has taken with crowd control:
 1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
 2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m.
 3. The PSO's are limiting the elevator capacity each trip from the 1st floor to the 4th floor. In addition, during our busy waiting times, we utilize only 1 elevator to escort our clients to the 4th floor. Lastly, many of our employees use the stairs to travel between the 1st and 4th floor - "Commit to Be Fit"!
 4. Effective 09/17/2014, one of the PSO's is stationed in the first floor lobby of the building at all times. By doing so, we are able to guide members of the public entering the building to use the correct bank of elevators, limit the elevator use to one, assist with the capacity issue for the elevators, and guide the public to our office suite on the 4th floor.
 5. The property manager - SL - has now placed stanchions dividing the 1st floor lobby area to differentiate between the two banks

of elevators - thus eliminating the use of the GEO group bank of elevators. (This is a set of elevators that only travel to the 5th - 7th floor of the building to accommodate the GEO staff of approximately 300 employees.)

6. Each morning, an SSA staff member from the SPB and WPB team greet the public in the morning (between 8:00 a.m. - 8:30 a.m.) to answer general questions and screen visitors waiting to ensure they have the appropriate documentation/information to conduct SSA business.

Additional Accommodation

* OD and SL suggested placing stanchions outside in the front courtyard to stage the SSA visitors in the morning and during busy times of month to assist with the crowd control. This was agreed upon by both SSA and GSA. The stanchions are an expense of the building owner and have been ordered.

* The meeting ended with all parties agreeing to continue to brainstorm ideas to assist with the crowd control with the temporary closure of the WPB office.

On 09/19/2014, the property manager issued the attached letter to both SSA and GSA - see attached. **As an aside, the employee that was hired to physically count the number of visitors coming to the office has not been on duty since 09/20/2014!**

As other concerns surface, I will share with the both of you.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Thursday, September 11, 2014 1:22 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

From: Sara Lowe [<mailto:slowe@canpro-opp.com>]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofar Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<<mailto:slowe@canpro-opp.com>>

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Wed, Oct 8, 2014 at 1:56 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Hi John,

I can take the lead from the GSA Property Management office side. From each letter that was sent to the Service Center I will comment to each complaint that the owner has addressed. You should have my take by the end of this week.

Chris Singian
U.S. General Services Administration (GSA)
Building Management Specialist
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Miami, FL 33130
Main: 305-536-5751
Desk: 305-507-7741
Cell: (b) (6)
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(b) (5)

[REDACTED]

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Tara/Dawn,

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Thank you,

Sara Cloutier Lowe
Manager

Property/Leasing
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[REDACTED] (b) (5)

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Wed, Oct 8, 2014 at 3:02 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:

Thank you Chris.

Kazi Rizvi will take the lead on this issue regarding the upcoming claim. Kazi is a new Leasing Specialist in our office. He joins us from Region 2 with vast Leasing experience. I have copied Kazi on this message. Please also continue to include Jamie and I when you send him the information from the PM side.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: [REDACTED] (b) (6) | F: 954-356-7675
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Building Management Specialist
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[REDACTED]

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[REDACTED]

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Date: Tue, Oct 7, 2014 at 12:45 PM
Subject: South Palm Beach Office - Hand-Delivered - Property Management Letter dated 10/7/2014 - Control Visitors at the SPB SSA Office
To: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Jones, Lynn RO Atlanta" <Lynn.Jones@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov>
Cc: "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

Attached see today's letter received from Canpro Investments Ltd. Again, I am not responding to the property manager - especially with respect to allowing visitors in our office space, reception lobby, at 7:30 a.m.!

At our meeting on September 17, Chris with GSA and I suggested to the owner and property manager the possibility of using the vacant space adjacent to our suite, at no charge, to accommodate the morning crowd of visitors to our office. Immediately, both responded no - there would be a cost. We responded that we would not add an additional expense to the government. Now, the company is hiring a security guard and allowing SSA to use the vacant adjacent space for the visitor overflow - especially in the morning. This needs to be addressed immediately with property management to ensure there is no additional cost to the government for these services.

Note - our onsite security guards are very professional and do not address the tenants or visitors as indicated in this letter. We will remind our officer's to be discreet and only offer assistance to the visitors if asked.

I am sharing this letter with all of you for your review and necessary action. As previously noted, I will not respond to this letter from the lessor unless provided with the appropriate dictated language to do so.

Thank you.

Karen

From: Gonyer, Karen A
Sent: Thursday, October 02, 2014 11:37 AM
To: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Jones, Lynn RO Atlanta; Bello, Noel; Mackey, Dwayne; Gonzalez, Jose; Lastra, Jose
Cc: Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Hand-Delivered Attorney Letter Dated 10/1/2014 - Excessive Visitors at the SPB SSA Office
Importance: High

Jose/Joe/Noel/Dwayne/Chris- GSA/Lynn - Atlanta FS,

See the attached letter hand delivered today to our office in SPB. The property management company, Canpro Investments Ltd., is represented by the following law firm:

Hinshaw and Culbertson, LLP
Suite 1010
1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

I am sharing with all of you for your review. I am also sending the other two notices received for easy reference. I will not take any action until directed to do so.

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Sent: Tuesday, September 23, 2014 2:38 PM
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Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

* OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office.

* OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.

* Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

* The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.

* Per OD, count has been between 500 - 600 people per day.**NOTE** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants** Count is very subjective - staff may be counted 2 to 4 times a day.

* OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.

* OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:

1. "Cannot believe the volume (mass) of people coming to the SSA office?"
2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.

* OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. **NOTE** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs.

* OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.)

Discussion/Solutions

* KG acknowledged the steps that the Agency has taken with crowd control:

1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m.
3. The PSO's are limiting the elevator capacity each trip from the 1st floor to the 4th floor. In addition, during our busy waiting times, we utilize only 1 elevator to escort our clients to the 4th floor. Lastly, many of our employees use the stairs to travel between the 1st and 4th floor - "Commit to Be Fit"!
4. Effective 09/17/2014, one of the PSO's is stationed in the first floor lobby of the building at all times. By doing so, we are able to guide members of the public entering the building to use the correct bank of elevators, limit the elevator use to one, assist with the capacity issue for the elevators, and guide the public to our office suite on the 4th floor.
5. The property manager - SL - has now placed stanchions dividing the 1st floor lobby area to differentiate between the two banks of elevators - thus eliminating the use of the GEO group bank of elevators. (This is a set of elevators that only travel to the 5th - 7th floor of the building to accommodate the GEO staff of approximately 300 employees.)
6. Each morning, an SSA staff member from the SPB and WPB team greet the public in the morning (between 8:00 a.m. - 8:30 a.m.) to answer general questions and screen visitors waiting to ensure they have the appropriate documentation/information to conduct SSA business.

Additional Accommodation

* OD and SL suggested placing stanchions outside in the front courtyard to stage the SSA visitors in the morning and during busy times of month to assist with the crowd control. This was agreed upon by both SSA and GSA. The stanchions are an expense of the building owner and have been ordered.

* The meeting ended with all parties agreeing to continue to brainstorm ideas to assist with the crowd control with the temporary closure of the WPB office.

On 09/19/2014, the property manager issued the attached letter to both SSA and GSA - see attached. **As an aside, the employee that was hired to physically count the number of visitors coming to the office has not been on duty since 09/20/2014!**

As other concerns surface, I will share with the both of you.

Thanks.

Karen

From: Gonyer, Karen A

Sent: Thursday, September 11, 2014 1:22 PM

To: Gonzalez, Jose; Lastra, Jose

Cc: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; JFL FO South Palm Beach; Bello, Noel; Mackey, Dwayne

Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

From: Sara Lowe [mailto:slowe@canpro-opp.com]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofer Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

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[REDACTED]

[REDACTED]

[REDACTED]

(b) (5)

On Wed, Oct 8, 2014 at 3:02 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:

Thank you Chris.

Kazi Rizvi will take the lead on this issue regarding the upcoming claim. Kazi is a new Leasing Specialist in our office. He joins us from Region 2 with vast Leasing experience. I have copied Kazi on this message. Please also continue to include Jamie and I when you send him the information from the PM side.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)

U.S. General Services Administration

GSA-PBS Leasing Division

7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351

O: 954-233-8390 | C: (b) (6) | F: 954-356-7675

tarali.vandervoort@gsa.gov | www.gsa.gov

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On Wed, Oct 8, 2014 at 1:56 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:

Hi John,

I can take the lead from the GSA Property Management office side. From each letter that was sent to the Service Center I will comment to each complaint that the owner has addressed. You should have my take by the end of this week.

Chris Singian

U.S. General Services Administration (GSA)

Building Management Specialist

51 SW First Ave, Suite 423

Miami, FL 33130

Main: 305-536-5751

Desk: 305-507-7741

Cell: (b) (6)

christopher.singian@gsa.gov

(b) (5)

(b)

(5)

On Tue, Oct 7, 2014 at 2:38 PM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:
Tara/Dawn,

Just keeping everyone updated on any correspondence I receive regarding the situation at SSA Boca Raton. Please see below email I received from SSA District Manager, Karen Gonyer. The body of her email is in regards to a letter she received from the property management team this morning (letter attached).

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U.S. General Services Administration (GSA)
Building Management Specialist
51 SW First Ave, Suite 423
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Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax

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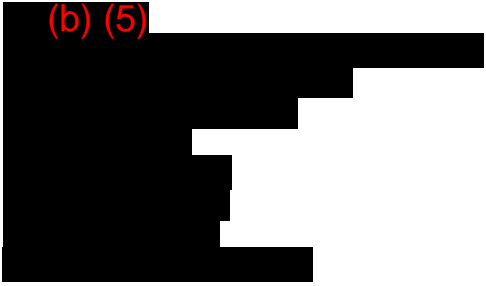
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1 East Broward Boulevard
Ft. Lauderdale FL 33301

This firm issued the notice to both SSA and GSA, which was delivered today. There is a deadline in this notice, five (5) business days, to reduce the number of visitors to the SPB SSA office. Quoted from the letter - "If not accomplished, the property management firm (owner of the building) will have no alternative but to file a claim with the Contracting Officer pursuant to Section 37 of the Lease and the Contract Dispute Act of 1978 as amended, or submit this matter to alternative dispute resolution as provided for in the lease agreement."

I am sharing with all of you for your review. I am also sending the other two notices received for easy reference. I will not take any action until directed to do so.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Tuesday, September 23, 2014 2:38 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<<mailto:christopher.singian@gsa.gov>>); Beavers, Tim; Bello, Noel; Mackey, Dwayne; Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach
Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
Importance: High

Jose and Joe,

Meeting Notes - 09/17/2014

Attendees

Chris Singian (CS) - GSA - Property Management
Karen Gonyer (KG) - SPB DM
Sara Lowe (SL) - Property Manager - Canpro Investments
Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property

Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure.

* OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton

SSA office.

* OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit.

* Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building)

Problems/Issues

* The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor.

* Per OD, count has been between 500 - 600 people per day. **NOTE** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants** Count is very subjective - staff may be counted 2 to 4 times a day.

* OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc.

* OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following:

1. "Cannot believe the volume (mass) of people coming to the SSA office?"
2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite.
3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office.

* OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. **NOTE** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs.

* OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.)

Discussion/Solutions

* KG acknowledged the steps that the Agency has taken with crowd control:

1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services.
2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m.
3. The PSO's are limiting the elevator capacity each trip from the 1st floor to the 4th floor. In addition, during our busy waiting times, we utilize only 1 elevator to escort our clients to the 4th floor. Lastly, many of our employees use the stairs to travel between the 1st and 4th floor - "Commit to Be Fit"!
4. Effective 09/17/2014, one of the PSO's is stationed in the first floor lobby of the building at all times. By doing so, we are able to guide members of the public entering the building to use the correct bank of elevators, limit the elevator use to one, assist with the capacity issue for the elevators, and guide the public to our office suite on the 4th floor.
5. The property manager - SL - has now placed stanchions dividing the 1st floor lobby area to differentiate between the two banks of elevators - thus eliminating the use of the GEO group bank of elevators. (This is a set of elevators that only travel to the 5th - 7th floor of the building to accommodate the GEO staff of approximately 300 employees.)

6. Each morning, an SSA staff member from the SPB and WPB team greet the public in the morning (between 8:00 a.m. - 8:30 a.m.) to answer general questions and screen visitors waiting to ensure they have the appropriate documentation/information to conduct SSA business.

Additional Accommodation

* OD and SL suggested placing stanchions outside in the front courtyard to stage the SSA visitors in the morning and during busy times of month to assist with the crowd control. This was agreed upon by both SSA and GSA. The stanchions are an expense of the building owner and have been ordered.

* The meeting ended with all parties agreeing to continue to brainstorm ideas to assist with the crowd control with the temporary closure of the WPB office.

On 09/19/2014, the property manager issued the attached letter to both SSA and GSA - see attached. **As an aside, the employee that was hired to physically count the number of visitors coming to the office has not been on duty since 09/20/2014!**

As other concerns surface, I will share with the both of you.

Thanks.

Karen

From: Gonyer, Karen A
Sent: Thursday, September 11, 2014 1:22 PM
To: Gonzalez, Jose; Lastra, Jose
Cc: Christopher Singian (christopher.singian@gsa.gov<mailto:christopher.singian@gsa.gov>); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; |FL FO South Palm Beach; Bello, Noel; Mackey, Dwayne
Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients
Importance: High

Jose and Joe,

Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA.

Thanks.

Karen

From: Sara Lowe [mailto:slowe@canpro-opp.com]
Sent: Tuesday, September 09, 2014 3:55 PM
To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A
Cc: 'Ofer Drucker'
Subject: Volume of SSA Clients

Good Afternoon Chris and Karen

We are requesting a meeting Wednesday September 17th at 9:00am to discuss further.

Thank you,

Sara Cloutier Lowe
Manager
Property/Leasing
Canpro Investments Ltd.
621 NW 53rd Street, Suite 100
Boca Raton, Fl. 33487
(561) 997-9335 office
(561) 997-5429 fax
slowe@canpro-opp.com<mailto:slowe@canpro-opp.com>

10 Attachments:

[400 SSA traffic 9-9-14.pdf](#)

[FO C26 - Property Management Letter Dated 09192014.pdf](#)

[FO C26 - Attorney Letter - Canpro Property Management Dated 10012014.pdf](#)

Fwd: Boca Raton Field office

4 message(s)

Date: Wed Oct 08 2014 08:42:46 GMT-0600 (MDT)

From: Dawn Norman - 4PR

To: Tarali Pena - 4PR1A , "James Thompson (4PR1A)"

CC:

ID: 148f036c72454a92

fyi

Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration

77 Forsyth Street | Atlanta, GA 30303

O: 404-331-1820 | C: (b) (6)

Dawn.Norman@gsa.gov

----- Forwarded message -----

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Re: Boca Raton Field office

4 message(s)

Date: Wed Oct 08 2014 09:40:08 GMT-0600 (MDT)
From: Tarali Vandervoort - 4PR1A
To: Dawn Norman - 4PR
CC: "James Thompson (4PR1A)"
ID: 148f06b4091fc81d

May we attend this call?

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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On Wed, Oct 8, 2014 at 10:42 AM, Dawn Norman - 4PR <dawn.norman@gsa.gov> wrote:
fyi

Dawn Norman | Director
Leasing Division (4PR) | Southeast Sunbelt Region
U.S. General Services Administration
77 Forsyth Street | Atlanta, GA 30303
O: 404-331-1820 | C: (b) (6)
Dawn.Norman@gsa.gov

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Re: Boca Raton Field office

4 message(s)

Date: Wed Oct 08 2014 09:42:29 GMT-0600 (MDT)
From: Dawn Norman - 4PR
To: Tarali Vandervoort - 4PR1A
CC: "James Thompson (4PR1A)"
ID: 148f06d197560bd1

I would say Yes. I may not be available. So it would be good for you to listen in.
I think that is why he sent to us
On Oct 8, 2014 11:40 AM, "Tarali Vandervoort - 4PR1A" <tarali.vandervoort@gsa.gov> wrote:
May we attend this call?

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
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fyi

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Leasing Division (4PR) | Southeast Sunbelt Region
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O: 404-331-1820 | C: (b) (6)
Dawn.Norman@gsa.gov

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Re: Boca Raton Field office

4 message(s)

Date: Wed Oct 08 2014 10:09:35 GMT-0600 (MDT)
From: Tarali Vandervoort - 4PR1A
To: Dawn Norman - 4PR
CC: "James Thompson (4PR1A)"
ID: 148f08646ee1189a

Ok...have added it to our calendar.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
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I think that is why he sent to us

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May we attend this call?

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
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fyi

Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

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77 Forsyth Street | Atlanta, GA 30303

O: [404-331-1820](tel:404-331-1820) | C: (b) (6)

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1. **Identify the main components of the system.**
 2. **Define the scope and objectives of the project.**
 3. **Develop a detailed project plan.**
 4. **Implement the project plan.**
 5. **Monitor and control the project.**
 6. **Close the project.**

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----- Forwarded message -----

From: **Daniel Segarra - 4PR1AA** <daniel.segarra@gsa.gov>
Date: Fri, Oct 3, 2014 at 1:03 PM
Subject: Fwd: Fire & Safety Review of SSA Boca Raton, FL CDs 1FL2274
To: Tarali Pena <tarali.vandervoort@gsa.gov>

Below is Traci's response to the drawings I previously send you. The same I forwarded to the Broker during the build-out.

Daniel Segarra
Leasing Specialist
U.S. General Services Administration
Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351-6749
O: 954-233-8387
C: (b) (6)

----- Forwarded message -----

From: **Traci Bangor - 4PMS** <traci.bangor@gsa.gov>
Date: Tue, Jun 18, 2013 at 11:40 AM
Subject: Re: Fire & Safety Review of SSA Boca Raton, FL CDs 1FL2274
To: Daniel Segarra - 4PR1AA <daniel.segarra@gsa.gov>
Cc: James Thompson - 4PR1AA <james.f.thompson@gsa.gov>

Daniel,

I reviewed the preliminary CDs for the SSA Boca Raton FL lease. I have the following fire protection and life safety review comment:

1. The Lobby/Waiting Area (101) and FEI Area 102 & 103 are currently shown with only one exit (thru the main entrance). The Waiting Area is classified as an assembly occupancy and has a total of 93 fixed seats shown. In addition, the FEI areas have a total of 36 seats. Combined, the occupant load of the Waiting and FEI areas is 129 and is provided with only one exit. This area is required to have at least two exits because the common path of travel exceeds 20 feet. NFPA 101, Section 12.2.5.12 limits the common path of travel to 20 feet, from an assembly space having greater than 50 people. The second exit is required to lead to a stairwell other than the one adjacent to the elevator.

Please let me know if there are any questions or if there is anything else that I can do to help.

Traci

Traci Bangor, P.E.
Regional Fire Protection Engineer

General Services Administration
Safety & Environmental Management Branch
77 S Forsyth Street, Ground Floor
Atlanta, GA 30303
404.224.2234 office
(b) (6) cell

On Tue, Jun 18, 2013 at 7:23 AM, Daniel Segarra - 4PRIAA <daniel.segarra@gsa.gov> wrote:
Good morning Traci,

Attached you will find the first draft of CDs for the above mentioned project for your review.

Thank you.

Daniel Segarra
Lease Specialist
U.S. General Services Administration
Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351-6749
O: 954-356-7698 x 227
C: (b) (6)

1 Attachments:
[GSA Progress Set.pdf](#)

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----- Forwarded message -----

From: **Hobbs, Janet RO Atlanta** <Janet.Hobbs@ssa.gov>

Date: Thu, Oct 2, 2014 at 5:47 PM

Subject: Re: Fwd: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors

To: "dawn.norman@gsa.gov" <dawn.norman@gsa.gov>, "johneb.smith@gsa.gov" <johneb.smith@gsa.gov>, "dale.anderson@gsa.gov" <dale.anderson@gsa.gov>, "david.hofstetter@gsa.gov" <david.hofstetter@gsa.gov>

Cc: "joseph.somers@gsa.gov" <joseph.somers@gsa.gov>

Dawn,

I know we deferred all appointments for this location, but I will check with management on what other actions we have and can take. I will provide information tomorrow.

Janet Hobbs

(443)326-6066 BB

Sent using BlackBerry

From: Dawn Norman - 4PR [mailto:dawn.norman@gsa.gov]

Sent: Thursday, October 02, 2014 05:30 PM

To: John Smith <johneb.smith@gsa.gov>; Dale Anderson - 3PT <dale.anderson@gsa.gov>; David Hofstetter <david.hofstetter@gsa.gov>; Hobbs, Janet RO Atlanta

Cc: Joseph Somers - 4P <joseph.somers@gsa.gov>

Subject: Fwd: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors

FYI

The message below was sent to John R. in Legal today for guidance.

Janet - as we all know we are trying desperately to find alternate space, however, is there anything you can do to help alleviate the conditions at the Boca office in the interim?

thanks so much.

Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration

77 Forsyth Street | Atlanta, GA 30303

O: [404-331-1820](tel:404-331-1820) | C: (b) (6)

Dawn.Norman@gsa.gov

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On Fri, Oct 3, 2014 at 7:03 AM, Dawn Norman - 4PR <dawn.norman@gsa.gov> wrote:

I shared this with Janet Hobbs yesterday afternoon when I received this. She indicated this is the main location to which they were re-directing visitors from the WPB office. She plans to discuss with her regional management, and let us know what they can do in the immediate short term.

As you know we are diligently working with them to locate a short term location. , but it has been difficult at best. We are still working options, but they are pretty slim.

thanks

Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration

77 Forsyth Street | Atlanta, GA 30303

O: 404-331-1820 | C: (b) (6)

Dawn.Norman@gsa.gov

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Dawn Norman | Director
Leasing Division (4PR) | Southeast Sunbelt Region
U.S. General Services Administration
77 Forsyth Street | Atlanta, GA 30303
O: 404-331-1820 | C: (b) (6)
Dawn.Norman@gsa.gov

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Fwd: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors

12 message(s)

Date: Fri Oct 03 2014 08:09:36 GMT-0600 (MDT)

From: Dawn Norman - 4PR

To: Tarali Pena - 4PR1A , "James Thompson (4PR1A)" , Christopher Singian - 4PS1FM , Donald Rollins

CC:

ID: 148d658829bab85e

Per Dale's instruction - please provide me a copy of the letters received from the lessor and/or attorney relative to this subject, as well as the pertinent pages/clauses from the lease contract they are referring to.

I'll put together and send to Janet Hobbs in an official message - I have already shared the letter with her, but I'll add more substance to the request for immediate relief.

thanks much!!

Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration

77 Forsyth Street | Atlanta, GA 30303

O: 404-331-1820 | C: (b) (6)

Dawn.Norman@gsa.gov

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thanks

Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration

77 Forsyth Street | Atlanta, GA 30303

O: 404-331-1820 | C: (b) (6)

Dawn.Norman@gsa.gov

(b) (5)

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Re: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors

12 message(s)

Date: Fri Oct 03 2014 08:13:17 GMT-0600 (MDT)
From: Tarali Vandervoort - 4PR1A
To: Dawn Norman - 4PR
CC: "James Thompson (4PR1A)" , Christopher Singian - 4PS1FM , Donald Rollins
ID: 148d65be4b7f880e

Leasing only received the letter I sent. We will need the other letters sent to the Service Center as well as the Service Center's report from previous meetings with the lessor on how exceeding the use of the space is affecting the location / lessor (ie. HVAC issues, fire code violations, etc.).

I will gather the contract documents and assess what language is in there regarding use of the space.

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351
O: 954-233-8390 | C: (b) (6) | F: 954-356-7675
tarali.vandervoort@gsa.gov | www.gsa.gov

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On Fri, Oct 3, 2014 at 10:09 AM, Dawn Norman - 4PR <dawn.norman@gsa.gov> wrote:

Per Dale's instruction - please provide me a copy of the letters received from the lessor and/or attorney relative to this subject, as well as the pertinent pages/clauses from the lease contract they are referring to.

I'll put together and send to Janet Hobbs in an official message - I have already shared the letter with her, but I'll add more substance to the request for immediate relief.

thanks much!!

Dawn Norman | Director
Leasing Division (4PR) | Southeast Sunbelt Region
U.S. General Services Administration
77 Forsyth Street | Atlanta, GA 30303
O: 404-331-1820 | C: (b) (6)
Dawn.Norman@gsa.gov

(b) (5)

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

(b)

(5)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**Fwd: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter
Regarding Excessive Visitors**

12 message(s)

Date: Fri Oct 03 2014 09:22:52 GMT-0600 (MDT)
From: Tarali Vandervoort - 4PR1A
To: Glynda Grieve

CC: Michael Ellis - 4PR1AB , Jamie Thompson , Daniel Segarra - 4PR1AA
ID: 148d69b9771340f6

Glynda,

I tried to find the lease documents in GRex but they are not in there. Must be some issue with migration from ELease to GRex. Do you have an electronic copy of this lease? I know this lease is not assigned to you know but you were the CO that signed it during the time when we were keeping paperless files.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division
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----- Forwarded message -----

From: **Tarali Vandervoort - 4PR1A** <tarali.vandervoort@gsa.gov>
Date: Fri, Oct 3, 2014 at 10:13 AM
Subject: Re: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors
To: Dawn Norman - 4PR <dawn.norman@gsa.gov>
Cc: "James Thompson (4PR1A)" <james.f.thompson@gsa.gov>, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>, Donald Rollins <don.rollins@gsa.gov>

Leasing only received the letter I sent. We will need the other letters sent to the Service Center as well as the Service Center's report from previous meetings with the lessor on how exceeding the use of the space is affecting the location / lessor (ie. HVAC issues, fire code violations, etc.).

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Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration

77 Forsyth Street | Atlanta, GA 30303

O: 404-331-1820 | C: (b) (6)

Dawn.Norman@gsa.gov

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Fri, Oct 3, 2014 at 7:03 AM, Dawn Norman - 4PR <dawn.norman@gsa.gov> wrote:

I shared this with Janet Hobbs yesterday afternoon when I received this. She indicated this is the main location to which they were re-directing visitors from the WPB office. She plans to discuss with her regional management, and let us know what they can do in the immediate short term.

As you know we are diligently working with them to locate a short term location. , but it has been difficult at best. We are still working options, but they are pretty slim.

thanks

Dawn Norman | Director

Leasing Division (4PR) | Southeast Sunbelt Region

U.S. General Services Administration

77 Forsyth Street | Atlanta, GA 30303

O: 404-331-1820 | C: (b) (6)

Dawn.Norman@gsa.gov

(b) (5)

(b) (5)

Re: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors

12 message(s)

Date: Fri Oct 03 2014 09:33:39 GMT-0600 (MDT)
From: Glynda Grieve - 4PR1AB
To: Tarali Vandervoort - 4PR1A
CC: Michael Ellis - 4PR1AB , Jamie Thompson , Daniel Segarra - 4PR1AA
ID: 148d6a5c77401787

Tara,

Here is the executed copy. If I can assist further, please let me know.

Glynda M. Grieve
Southwest Florida Territory
Lease Contracting Officer
4PR1A
Office: 954-233-8395
Fax: 954-356-7675
Cell: (b) (6)
Email: glyndam.grieve@gsa.gov

On Fri, Oct 3, 2014 at 11:22 AM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Glynda,

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Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
U.S. General Services Administration
GSA-PBS Leasing Division

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----- Forwarded message -----

From: **Tarali Vandervoort - 4PR1A** <tarali.vandervoort@gsa.gov>
Date: Fri, Oct 3, 2014 at 10:13 AM
Subject: Re: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors
To: Dawn Norman - 4PR <dawn.norman@gsa.gov>
Cc: "James Thompson (4PR1A)" <james.f.thompson@gsa.gov>, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>, Donald Rollins <don.rollins@gsa.gov>

Leasing only received the letter I sent. We will need the other letters sent to the Service Center as well as the Service Center's report from previous meetings with the lessor on how exceeding the use of the space is affecting the location / lessor (ie. HVAC issues, fire code violations, etc.).

I will gather the contract documents and assess what language is in there regarding use of the space.

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
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U.S. General Services Administration
77 Forsyth Street | Atlanta, GA 30303
O: 404-331-1820 | C: (b) (6) Dawn.Norman@gsa.gov

(b) (5)



(b) (5)

Re: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors

12 message(s)

Date: Fri Oct 03 2014 10:42:03 GMT-0600 (MDT)
From: Tarali Vandervoort - 4PR1A
To: Glynda Grieve - 4PR1AB
CC: Michael Ellis - 4PR1AB , Jamie Thompson , Daniel Segarra - 4PR1AA
ID: 148d6e41740e49bf

Glynda,

Do you have any DID's or CD's of the space? Usually that includes information regarding occupancy load.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)

U.S. General Services Administration
GSA-PBS Leasing Division
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On Fri, Oct 3, 2014 at 11:33 AM, Glynda Grieve - 4PR1AB <glyndam.grieve@gsa.gov> wrote:

Tara,

Here is the executed copy. If I can assist further, please let me know.

Glynda M. Grieve
Southwest Florida Territory
Lease Contracting Officer
4PR1A
Office: 954-233-8395
Fax: 954-356-7675
Cell: (b) (6)
Email: glyndam.grieve@gsa.gov

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Glynda,

I tried to find the lease documents in GRex but they are not in there. Must be some issue with migration from ELease to GRex. Do you have an electronic copy of this lease? I know this lease is not assigned to you know but you were the CO that signed it during the time when we were keeping paperless files.

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From: **Tarali Vandervoort - 4PR1A** <tarali.vandervoort@gsa.gov>
Date: Fri, Oct 3, 2014 at 10:13 AM
Subject: Re: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors
To: Dawn Norman - 4PR <dawn.norman@gsa.gov>
Cc: "James Thompson (4PR1A)" <james.f.thompson@gsa.gov>, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>, Donald Rollins <don.rollins@gsa.gov>

Leasing only received the letter I sent. We will need the other letters sent to the Service Center as well as the Service Center's report from previous meetings with the lessor on how exceeding the use of the space is affecting the location / lessor (ie. HVAC issues, fire code violations, etc.).

I will gather the contract documents and assess what language is in there regarding use of the space. Tarali Vandervoort | Branch Chief, Branch A (4PR1A) U.S. General Services Administration GSA-PBS Leasing Division 7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351 O: 954-233-8390 | C: (b) (6) F: 954-356-7675 tarali.vandervoort@gsa.gov | www.gsa.gov --

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Re: SSA Boca Raton, LFL62453, One Park Place Office Building - Attorney Letter Regarding Excessive Visitors

Date: Fri Oct 03 2014 10:45:45 GMT-0600 (MDT)
From: Daniel Segarra - 4PR1AA
To: Tarali Vandervoort - 4PR1A
CC: Glynda Grieve - 4PR1AB , Michael Ellis - 4PR1AB , Jamie Thompson
ID: 148d6e870d360b58

Tara,

Attached are the CDs for that project.

Daniel Segarra
Leasing Specialist
U.S. General Services Administration
Leasing Division
7771 West Oakland Park Blvd, Suite 119
Sunrise, FL 33351-6749
O: 954-233-8387
C: (b) (6)

On Fri, Oct 3, 2014 at 12:42 PM, Tarali Vandervoort - 4PR1A <tarali.vandervoort@gsa.gov> wrote:
Glynda,

Do you have any DIDs or CD's of the space? Usually that includes information regarding occupancy load.

Thank you,

Tarali Vandervoort | Branch Chief, Branch A (4PR1A)
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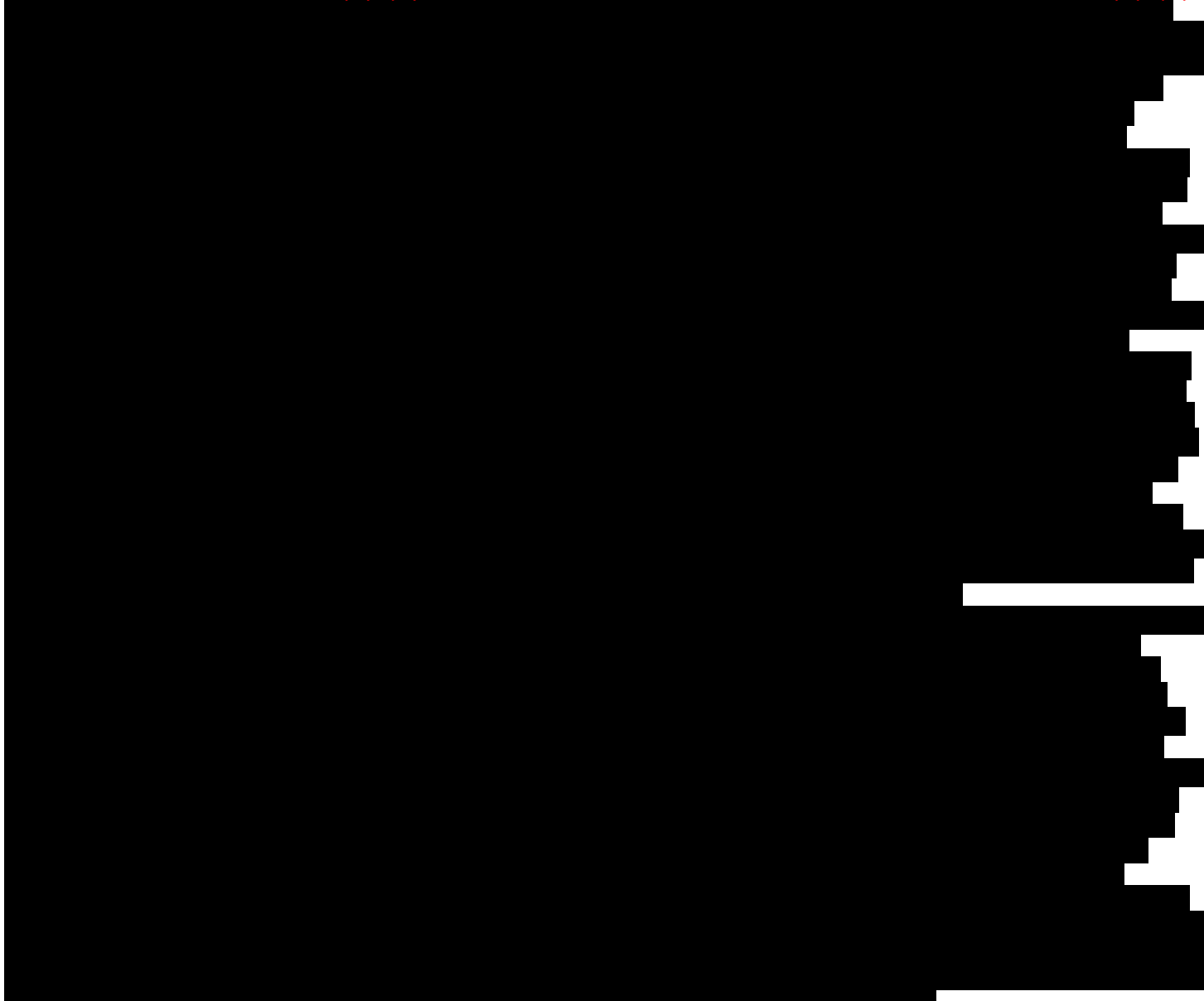
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GSA-PBS Leasing Division 7771

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Fwd: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern

with the Volume of SSA Clients Visiting the SPB Office

1 message(s)

Date: Fri Oct 03 2014 08:51:47 GMT-0600 (MDT)
From: Christopher Singian - 4PS1FM
To: Tarali Pena
CC: Dawn Norman , Donald Rollins , "Edwin Valle (4PSAM)" , James Thompson
ID: 148d67efa36dfe45

Tara,

See email below. Content is the meeting min captured by Karen Gonyer (SSA district manager). Previous letters from land lord also attached.

Chris Singian U.S. General Services Administration (GSA) Building Management Specialist 51 SW First Ave, Suite 423 Miami, FL 33130
Main: 305-536-5751 Desk: 305-507-7741 Cell: (b) (6) christopher.singian@gsa.gov

----- Forwarded message -----
From: Gonyer, Karen A <Karen.A.Gonyer@ssa.gov> Date: Tue, Sep 23, 2014 at 2:38 PM
Subject: South Palm Beach Office - Meeting Notes of 9/17/14 and Subsequent Letter - Concern with the Volume of SSA Clients Visiting the SPB Office
To: "Gonzalez, Jose" <Jose.Gonzalez@ssa.gov>, "Lastra, Jose" <Jose.Lastra@ssa.gov> Cc: "Christopher Singian (christopher.singian@gsa.gov)" <christopher.singian@gsa.gov>, "Beavers, Tim" <Tim.Beavers@ssa.gov>, "Bello, Noel" <Noel.Bello@ssa.gov>, "Mackey, Dwayne" <Dwayne.Mackey@ssa.gov>, "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>, "Jannuzzi, Pamela" <Pamela.Jannuzzi@ssa.gov>, |FL FO South Palm Beach <FL.FO.South.Palm.Beach@ssa.gov>
Jose and Joe, Meeting Notes - 09/17/2014 Attendees Chris Singian (CS) - GSA - Property Management Karen Gonyer (KG) - SPB DM Sara Lowe (SL) - Property Manager - Canpro Investments Ofer Drucker (OD) - VP of Finance - Canpro Investments - Owner of the property Ofer Drucker, VP of Finance and owner of the property, led the discussion. The meeting began at 9:05 a.m. and ended at approximately 10:15 a.m. The building property management team is fully aware of the WPB office closure. * OD firmly and specifically wants to resolve immediately the volume of members of the public visiting the Boca Raton SSA office. * OD referred to RFP discussions with GSA (Realty) during the lease contract negotiations - he kept referencing 200 - 250 daily visitor limit. * Maintenance and elevator concern - The building has 4 elevators - 2 are specifically reserved for the GEO Group (Private firm located on the 5 - 7 floors of the building) Problems/Issues * The volume of visitors to the office - Hired an employee to physically count number of people entering the building and exiting on the 4th floor. * Per OD, count has been between 500 - 600 people per day. **NOTE** This count includes the WPB/SPB staff since this person does not know our staff - nor the other fourth floor tenants** Count is very subjective - staff may be counted 2 to 4 times a day. * OD stated due to the volume of visitors, there is added stress on the elevator service, complaints from tenants that they are waiting for the elevators and late for work, added maintenance for the elevators and surrounding areas of the property, etc. * OD met with the CEO of the GEO Group - Dr. Zoley. The CEO expressed the following: 1. "Cannot believe the volume (mass) of people coming to the SSA office?" 2. Suggested that the property manager place a metal detector at the entrance to the building - since they are aware that we inspect items (bags/purses/backpacks/etc.) brought into the suite. 3. Need to come up with a plan for crowd control and a way to limit the number of visitors to the building/office. * OD understands that client's may bring other family members with them - was there a way to limit the person entering the building/suite to only the SSA client? This would help limit the number of visitors coming into the building and limit the capacity of people in the elevators. **NOTE** SSA and GSA voiced the concern of the possibility of a lawsuit and/or complaint that we are stereotyping our clients. This may create an environment or the perception that SSA is limiting access to Agency services by not permitting the public to visit our office. We also informed them of the various language barriers encountered and representational needs. * OD has discussed his dilemma with the brokerage community to determine if there are any other solutions. He also mentioned that this is a Class A building and they take pride in the aesthetic appearance of the building and surrounding property. (The maintenance concern issues were referenced in the 09/09/2014 letter which is attached to this message.) Discussion/Solutions * KG acknowledged the steps that the Agency has taken with crowd control: 1. Additional guard presence - Two local PSO's on duty at all times since the WPB closure and limited services. 2. Creating the staging/waiting area in the front of the building for clients to wait which would eliminate crowding in the first and fourth floor lobbies. The number of people waiting before 8:30 a.m. varies depending on the day of the month. Early in the month - 25 - 50 people. Later in the month - 10 - 20 people before opening the lobby door at 8:30 a.m. 3. The PSO's are limiting the elevator capacity each trip from the 1st floor to the 4th floor. In addition, during our busy waiting times, we utilize only 1 elevator to escort our clients to the 4th floor. Lastly, many of our employees use the stairs to travel between the 1st and 4th floor - "Commit to Be Fit"! 4. Effective 09/17/2014, one of the PSO's is stationed in the first floor lobby of the building at all times. By doing so, we are able to guide members of the public entering the building to use the correct bank of elevators, limit the elevator use to one, assist with the capacity issue for the elevators, and guide the public to our office suite on the 4th floor. 5. The property manager - SL - has now placed stanchions dividing the 1st floor lobby area to differentiate between the two banks of elevators - thus eliminating the use of the GEO group bank of elevators. (This is a set of elevators that only travel to the 5th - 7th floor of the building to accommodate the GEO staff of approximately 300 employees.) 6. Each morning, an SSA staff member from the SPB and WPB team greet the public in the morning (between 8:00 a.m. - 8:30 a.m.) to answer general questions and screen visitors waiting to ensure they have the appropriate documentation/information to conduct SSA business. Additional Accommodation * OD and SL suggested placing stanchions outside in the front courtyard to stage the SSA visitors in the morning and during busy times of month to

assist with the crowd control. This was agreed upon by both SSA and GSA. The stanchions are an expense of the building owner and have been ordered. * The meeting ended with all parties agreeing to continue to brainstorm ideas to assist with the crowd control with the temporary closure of the WPB office. On 09/19/2014, the property manager issued the attached letter to both SSA and GSA - see attached. **As an aside, the employee that was hired to physically count the number of visitors coming to the office has not been on duty since 09/20/2014!** As other concerns surface, I will share with the both of you. Thanks. Karen From: Gonyer, Karen A Sent: Thursday, September 11, 2014 1:22 PM To: Gonzalez, Jose; Lastra, Jose Cc: Christopher Singian (christopher.singian@gsa.gov); Beavers, Tim; Gonyer, Karen A; Jannuzzi, Pamela; JFL FO South Palm Beach; Bello, Noel; Mackey, Dwayne Subject: South Palm Beach Office: Letter from Property Manager - Concern with the Volume of SSA Clients Importance: High Jose and Joe, Joe - Per my heads up yesterday, see the attached letter sent via e-mail and federal express to our office on September 9, 2014. I am not responding to the property manager's request and await guidance from the ADO and/or GSA. Thanks. Karen From: Sara Lowe [mailto:slowe@canpro-opp.com] Sent: Tuesday, September 09, 2014 3:55 PM To: 'Christopher Singian - 4PS1FM'; Gonyer, Karen A Cc: 'Ofer Drucker' Subject: Volume of SSA Clients Good Afternoon Chris and Karen We are requesting a meeting Wednesday September 17th at 9:00am to discuss further. Thank you, Sara Cloutier Lowe Manager Property/Leasing Canpro Investments Ltd. 621 NW 53rd Street, Suite 100 Boca Raton, FL 33487 (561) 997-9335 office (561) 997-5429 fax slowe@canpro-opp.com<mailto:slowe@canpro-opp.com> 1 Attachments:FO C26 - Property Management Letter Dated 09092014 - Visitor Traffic.pdfFO C26 - Property Management Letter Dated 09192014.pdfLetters 1 & 2 from SSA Boca Raton Land Lord1 message(s)Date: Fri Oct 03 2014 08:46:30 GMT-0600 (MDT)From: Christopher Singian - 4PS1FM To: Tarali Pena CC: Dawn Norman , Donald Rollins , James Thompson ID: 148d67a232855490Tara,Please see attachment in email. Chris SingianU.S. General Services Administration (GSA)Building Management Specialist51 SW First Ave, Suite 423 Miami, FL 33130Main: 305-536-5751Desk: 305-507-7741Cell: (b) (6) christopher.singian@gsa.gov ----- Forwarded message -----From: Cassandra Perez - 4PS1FM <cassandra.perez@gsa.gov>Date: Fri, Oct 3, 2014 at 10:40 AMSubject: Fwd: Scanned from a Xerox multifunction deviceTo: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>Sorry I scanned it to myself first Sincerely,Cassandra PerezBuilding Management SpecialistU.S. General Services AdministrationMiami Service Center (4PS1FM)51 SW 1st Avenue, Suite 423Miami, FL 33130Tel: 305-536-3017Cell: (b) (6) Fax: 305-536-3080Office Hours: Monday - Friday 8:00am - 4:30pm ----- Forwarded message -----From: <noreply@gsa.gov>Date: Fri, Oct 3, 2014 at 10:39 AMSubject: Scanned from a Xerox multifunction deviceTo: Cassandra Perez <cassandra.perez@gsa.gov> Please open the attached document. It was scanned and sent to you using a Xerox multifunction device. Attachment File Type: pdf, Multi-Page multifunction device Location: machine location not set Device Name: XRX_0000AADCCF62 For more information on Xerox products and solutions, please visit http://www.xerox.com 1 Attachments:Scanned from a Xerox multifunction device.pdfFwd: Volume of SSA Clients6 message(s)Date: Wed Sep 10 2014 09:22:40 GMT-0600 (MDT)From: Christopher Singian - 4PS1FM To: James Thompson , Daniel Segarra CC: Donald Rollins , "Edwin Valle (4PSAM)" ID: 1486028f615c6169Jamie/Dan,I want to give a heads up regarding the landlord of the SSA lease location in Boca Raton. Because of the closing of the WPB SSA location the Boca office is receiving more than normal foot traffic. The land lord and the SSA office manager has reached out to me several times asking me what the status is on a new office for the SSA WPB. I informed them that finding space for the new SSA WPB office is a top priority. I informed them that senior management, both GSA and SSA, is working together diligently to find a new space in WPB. The landlord's concern is the amt of foot traffic per day in the RFP (250 ppl) is about double of what they are actually receiving (around 500/day). I know this is a unique situation due to the closing of the SSA office in WPB. I just wanted to give you a heads up. Please see attachment in email below.Chris SingianU.S. General Services Administration (GSA)Building Management Specialist51 SW First Ave, Suite 423 Miami, FL 33130Main: 305-536-5751Desk: 305-507-7741Cell: (b) (6) christopher.singian@gsa.gov ----- Forwarded message -----From: Sara Lowe <slowe@canpro-opp.com>Date: Tue, Sep 9, 2014 at 3:55 PMSubject: Volume of SSA ClientsTo: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>, "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>Cc: Ofer Drucker <odrucker@canpro.ca>Good Afternoon Chris and Karen We are requesting a meeting Wednesday September 17th at 9:00am to discuss further. Thank you, Sara Cloutier LoweManagerProperty/LeasingCanpro Investments Ltd.621 NW 53rd Street, Suite 100Boca Raton, FL 33487(561) 997-9335 office(561) 997-5429 faxslowe@canpro-opp.com 6 Attachments:400 SSA traffic 9-9-14.pdfRe: Volume of SSA Clients6 message(s)Date: Wed Sep 10 2014 09:47:57 GMT-0600 (MDT)From: Daniel Segarra - 4PR1AA To: Christopher Singian - 4PS1FM CC: James Thompson , Donald Rollins , "Edwin Valle (4PSAM)" ID: 148603ffc710bc25Chris,Be advised that the project is in fast track and we have a Market Survey on the 17th.Daniel SegarraLeasing SpecialistU.S. General Services AdministrationLeasing Division7771 West Oakland Park Blvd, Suite 119Sunrise, FL 33351-6749O: 954-233-8387C: (b) (6) On Wed, Sep 10, 2014 at 11:22 AM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:Jamie/Dan,I want to give a heads up regarding the landlord of the SSA lease location in Boca Raton. Because of the closing of the WPB SSA location the Boca office is receiving more than normal foot traffic. The land lord and the SSA office manager has reached out to me several times asking me what the status is on a new office for the SSA WPB. I informed them that finding space for the new SSA WPB office is a top priority. I informed them that senior management, both GSA and SSA, is working together diligently to find a new space in WPB. The landlord's concern is the amt of foot traffic per day in the RFP (250 ppl) is about double of what they are actually receiving (around 500/day). I know this is a unique situation due to the closing of the SSA office in WPB. I just wanted to give you a heads up. Please see attachment in email below.Chris SingianU.S. General Services Administration (GSA)Building Management Specialist51 SW First Ave, Suite 423 Miami, FL 33130Main: 305-536-5751Desk: 305-507-7741Cell: (b) (6) christopher.singian@gsa.gov ----- Forwarded message ----- From: Sara Lowe <slowe@canpro-opp.com>Date: Tue, Sep 9, 2014 at 3:55 PMSubject: Volume of SSA ClientsTo: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>, "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>Cc: Ofer Drucker <odrucker@canpro.ca>Good Afternoon Chris and Karen We are requesting a meeting Wednesday September 17th at 9:00am to discuss further. Thank you, Sara Cloutier LoweManagerProperty/LeasingCanpro Investments Ltd.621 NW 53rd Street, Suite 100Boca Raton, FL 33487(561) 997-9335 office(561) 997-5429 faxslowe@canpro-opp.com Re: Volume of SSA Clients6 message(s)Date: Thu Sep 25 2014 09:10:23 GMT-0600 (MDT)From: Christopher Singian - 4PS1FM To: Daniel Segarra - 4PR1AA CC: James Thompson , Donald Rollins , "Edwin Valle (4PSAM)" ID: 148ad5cfc22d3c49Dan,How did the market survey go? Any spaces SSA was interested in? Chris

Singian U.S. General Services Administration (GSA) Building Management Specialist 51 SW First Ave, Suite 423 Miami, FL 33130 Main: 305-536-5751 Desk: 305-507-7741 Cell: (b) (6) christopher.singian@gsa.gov On Wed, Sep 10, 2014 at 11:47 AM, Daniel Segarra - 4PR1AA <daniel.segarra@gsa.gov> wrote: Chris, Be advised that the project is in fast track and we have a Market Survey on the 17th. Daniel Segarra Leasing Specialist U.S. General Services Administration Leasing Division 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351-6749 O: 954-233-8387 C: (b) (6) On Wed, Sep 10, 2014 at 11:22 AM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote: Jamie/Dan, I want to give a heads up regarding the landlord of the SSA lease location in Boca Raton. Because of the closing of the WPB SSA location the Boca office is receiving more than normal foot traffic. The land lord and the SSA office manager has reached out to me several times asking me what the status is on a new office for the SSA WPB. I informed them that finding space for the new SSA WPB office is a top priority. I informed them that senior management, both GSA and SSA, is working together diligently to find a new space in WPB. The landlord's concern is the amt of foot traffic per day in the RFP (250 ppl) is about double of what they are actually receiving (around 500/day). I know this is a unique situation due to the closing of the SSA office in WPB. I just wanted to give you a heads up. Please see attachment in email below. Chris Singian U.S. General Services Administration (GSA) Building Management Specialist 51 SW First Ave, Suite 423 Miami, FL 33130 Main: 305-536-5751 Desk: 305-507-7741 Cell: (b) (6) christopher.singian@gsa.gov ----- Forwarded message ----- From: Sara Lowe <slowe@canpro-opp.com> Date: Tue, Sep 9, 2014 at 3:55 PM Subject: Volume of SSA Clients To: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>, "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov> Cc: Ofer Drucker <odrucker@canpro.ca> Good Afternoon Chris and Karen We are requesting a meeting Wednesday September 17th at 9:00am to discuss further. Thank you, Sara Cloutier Lowe Manager Property/Leasing Canpro Investments Ltd. 621 NW 53rd Street, Suite 100 Boca Raton, FL 33487(561) 997-9335 office(561) 997-5429 fax slowe@canpro-opp.com Re: Volume of SSA Clients 6 message(s) Date: Thu Sep 25 2014 09:26:03 GMT-0600 (MDT) From: Daniel Segarra - 4PR1AA To: Christopher Singian - 4PS1FM CC: James Thompson , Donald Rollins , "Edwin Valle (4PSAM)" ID: 148ad6b529b69ba5 It went well, 6 sites visited 2 of which will be solicit (1 for sure the 2nd we are waiting for SSA to agree). Daniel Segarra Leasing Specialist U.S. General Services Administration Leasing Division 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351-6749 O: 954-233-8387 C: (b) (6) On Thu, Sep 25, 2014 at 11:10 AM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote: Dan, How did the market survey go? Any spaces SSA was interested in? Chris Singian U.S. General Services Administration (GSA) Building Management Specialist 51 SW First Ave, Suite 423 Miami, FL 33130 Main: 305-536-5751 Desk: 305-507-7741 Cell: (b) (6) christopher.singian@gsa.gov On Wed, Sep 10, 2014 at 11:47 AM, Daniel Segarra - 4PR1AA <daniel.segarra@gsa.gov> wrote: Chris, Be advised that the project is in fast track and we have a Market Survey on the 17th. Daniel Segarra Leasing Specialist U.S. General Services Administration Leasing Division 7771 West Oakland Park Blvd, Suite 119 Sunrise, FL 33351-6749 O: 954-233-8387 C: 305-401-5376 On Wed, Sep 10, 2014 at 11:22 AM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote: Jamie/Dan, I want to give a heads up regarding the landlord of the SSA lease location in Boca Raton. Because of the closing of the WPB SSA location the Boca office is receiving more than normal foot traffic. The land lord and the SSA office manager has reached out to me several times asking me what the status is on a new office for the SSA WPB. I informed them that finding space for the new SSA WPB office is a top priority. I informed them that senior management, both GSA and SSA, is working together diligently to find a new space in WPB. The landlord's concern is the amt of foot traffic per day in the RFP (250 ppl) is about double of what they are actually receiving (around 500/day). I know this is a unique situation due to the closing of the SSA office in WPB. I just wanted to give you a heads up. Please see attachment in email below. Chris Singian U.S. General Services Administration (GSA) Building Management Specialist 51 SW First Ave, Suite 423 Miami, FL 33130 Main: 305-536-5751 Desk: 305-507-7741 Cell: 305-968-4615 christopher.singian@gsa.gov ----- Forwarded message ----- From: Sara Lowe <slowe@canpro-opp.com> Date: Tue, Sep 9, 2014 at 3:55 PM Subject: Volume of SSA Clients To: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>, "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov> Cc: Ofer Drucker <odrucker@canpro.ca> Good Afternoon Chris and Karen We are requesting a meeting Wednesday September 17th at 9:00am to discuss further. Thank you, Sara Cloutier Lowe Manager Property/Leasing Canpro Investments Ltd. 621 NW 53rd Street, Suite 100 Boca Raton, FL 33487(561) 997-9335 office(561) 997-5429 fax slowe@canpro-opp.com Fwd: Volume of SSA Clients 6 message(s) Date: Fri Oct 03 2014 08:35:38 GMT-0600 (MDT) From: Christopher Singian - 4PS1FM To: Tarali Pena CC: Donald Rollins , James Thompson , Dawn Norman ID: 148d67739726be2c Tara, Please see attachment in email below. One of the three letters sent to our office. I have not been in the SC office since Wed so I have not seen the latest letter sent yesterday. I do not believe I have the first letter sent from the landlord electronically. I'll try to get someone in the SC office to scan a copy of the letters and send out to you (letters are in the lease folder). Worst case, when I return to the office Mon I will scan and sent to you. Chris Singian U.S. General Services Administration (GSA) Building Management Specialist 51 SW First Ave, Suite 423 Miami, FL 33130 Main: 305-536-5751 Desk: 305-507-7741 Cell: (b) (6) christopher.singian@gsa.gov ----- Forwarded message ----- From: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> Date: Wed, Sep 10, 2014 at 11:22 AM Subject: Fwd: Volume of SSA Clients To: James Thompson <james.f.thompson@gsa.gov>, Daniel Segarra <daniel.segarra@gsa.gov> Cc: Donald Rollins <don.rollins@gsa.gov>, "Edwin Valle (4PSAM)" <edwin.valle@gsa.gov> Jamie/Dan, I want to give a heads up regarding the landlord of the SSA lease location in Boca Raton. Because of the closing of the WPB SSA location the Boca office is receiving more than normal foot traffic. The land lord and the SSA office manager has reached out to me several times asking me what the status is on a new office for the SSA WPB. I informed them that finding space for the new SSA WPB office is a top priority. 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Cloutier LoweManagerProperty/LeasingCanpro Investments Ltd.621 NW 53rd Street, Suite 100Boca Raton, Fl. 33487(561) 997-9335 office(561) 997-5429 faxslowe@canpro-opp.com 6 Attachments:400 SSA traffic 9-9-14.pdfRe: Volume of SSA Clients6 message(s)Date: Fri Oct 03 2014 08:44:47 GMT-0600 (MDT)From: Tarali Vandervoort - 4PR1A To: Christopher Singian - 4PS1FM CC: Tarali Pena , Donald Rollins , James Thompson , Dawn Norman ID: 148d678b7a4aaf9dThank you Chris. Please also send me your findings of your site inspection explaining the impact of the additional usage of the space.Thank you,Tarali Vandervoort | Branch Chief, Branch A (4PR1A)U.S. General Services AdministrationGSA-PBS Leasing Division 7771 W. Oakland Park Blvd., Suite 119 | Sunrise, FL 33351O: 954-233-8390 | C: (b) (6) | F: 954-356-7675tarali.vandervoort@gsa.gov | www.gsa.gov -- STATEMENT OF CONFIDENTIALITY --This electronic or email message, including all the attachments, is for the sole use of the intended recipient(s) and may contain confidential or privileged information. Unauthorized use or disclosure of this electronic or email message is prohibited. If you are not the intended recipient of this electronic or email message, you may not use, disclose, copy or disseminate this information or any part of it. If you are not the intended recipient of this electronic or email message, please contact the sender immediately by reply email and delete and destroy all copies of the original message, including attachments, from your system. On Fri, Oct 3, 2014 at 10:35 AM, Christopher Singian - 4PS1FM <christopher.singian@gsa.gov> wrote:Tara,Please see attachment in email below. One of the three letters sent to our office. I have not been in the SC office since Wed so I have not seen the latest letter sent yesterday. I do not believe I have the first letter sent from the landlord electronically. I'll try to get someone in the SC office to scan a copy of the letters and send out to you (letters are in the lease folder). Worst case, when I return to the office Mon I will scan and sent to you.Chris SingianU.S. General Services Administration (GSA)Building Management Specialist51 SW First Ave, Suite 423 Miami, FL 33130Main: 305-536-5751Desk: 305-507-7741Cell: (b) (6)christopher.singian@gsa.gov ----- Forwarded message -----From: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>Date: Wed, Sep 10, 2014 at 11:22 AMSubject: Fwd: Volume of SSA ClientsTo: James Thompson <james.f.thompson@gsa.gov>, Daniel Segarra <daniel.segarra@gsa.gov>Cc: Donald Rollins <don.rollins@gsa.gov>, "Edwin Valle (4PSAM)" <edwin.valle@gsa.gov>Jamie/Dan,I want to give a heads up regarding the landlord of the SSA lease location in Boca Raton. Because of the closing of the WPB SSA location the Boca office is receiving more than normal foot traffic. The land lord and the SSA office manager has reached out to me several times asking me what the status is on a new office for the SSA WPB. I informed them that finding space for the new SSA WPB office is a top priority. I informed them that senior management, both GSA and SSA, is working together diligently to find a new space in WPB. The landlord's concern is the amt of foot traffic per day in the RFP (250ppl) is about double of what they are actually receiving (around 500/day). I know this is a unique situation due to the closing of the SSA office in WPB. I just wanted to give you a heads up. Please see attachment in email below.Chris SingianU.S. General Services Administration (GSA)Building Management Specialist51 SW First Ave, Suite 423 Miami, FL 33130Main: 305-536-5751Desk: 305-507-7741Cell: (b) (6)christopher.singian@gsa.gov ----- Forwarded message -----From: Sara Lowe <slowe@canpro-opp.com>Date: Tue, Sep 9, 2014 at 3:55 PMSubject: Volume of SSA ClientsTo: Christopher Singian - 4PS1FM <christopher.singian@gsa.gov>, "Gonyer, Karen A" <Karen.A.Gonyer@ssa.gov>Cc: Ofer Drucker <odrucker@canpro.ca>Good Afternoon Chris and Karen We are requesting a meeting Wednesday September 17th at 9:00am to discuss further. Thank you, Sara Cloutier LoweManagerProperty/LeasingCanpro Investments Ltd.621 NW 53rd Street, Suite 100Boca Raton, Fl. 33487(561) 997-9335 office(561) 997-5429 faxslowe@canpro-opp.com